

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	2	"20040107208".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:06
L2	1	1 and phone and bookmark\$6	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:09
L3	0	2 and URL and server and wireless and web and client and processor	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:03
L4	0	2 and server and wireless and web and client and processor	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:06
L5	1	2 and URL and server and wireless	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:11
L6	0	5 and web and client	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:04
L7	0	5 and web	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:04
L8	0	5 and client and processor	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:09
L9	1	5 and client	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:05

## EAST Search History

L10	0	9 and processor	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:04
L11	1	9 and telephone	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:05
L12	1	11 and client	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:05
L13	0	12 and web	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:05
L14	1	12 and internet	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:05
L15	4	("20040107208" or "6065120"). pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:06
L16	1	15 and server and wireless and web and client and processor	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:07
L17	497	phone same bookmark\$6	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:59
L18	234	17 and URL and server and wireless	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:09
L19	143	18 and client and processor	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:10

## EAST Search History

L20	143	18 and client and processor and internet	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:10
L21	1	20 and wireless adj client adj device	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:11
L22	5	20 and web adj client	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:37
L23	246	(phone same bookmark\$6) same (wireless or mobile or (web adj client adj device))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:40
L24	30	(phone same bookmark\$6) same URL same server	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:55
L25	16	23 and 24	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:39
L26	266	(phone same bookmark\$6) same (wireless or mobile or portable or (web adj client adj device))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:54
L27	27	24 and (phone and bookmark\$6) and (wireless or mobile or portable or (web adj client adj device))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:46
L28	266	26 and (phone and bookmark\$6) and (wireless or mobile or portable or (web adj client adj device))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:46
L29	155	26 and (phone and bookmark\$6) and (wireless or mobile or portable or (web adj client adj device)) and URL	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:46

## EAST Search History

L30	142	26 and (phone and bookmark\$6) and (wireless or mobile or portable or (web adj client adj device)) and URL and server and internet	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:50
L31	73	30 and ("707"/\$.ccls. or "455"/\$.ccls.)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:55
L32	456	(phone same bookmark\$6) and (wireless or mobile or portable or PDA\$1 or cellular or palm-sized or (web adj client adj device))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:54
L33	183	32 and URL same server	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:55
L34	103	30 and ("707"/\$.ccls. or "455"/\$.ccls. or "709"/\$.ccls.)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:55
L35	119	33 and ("707"/\$.ccls. or "455"/\$.ccls. or "709"/\$.ccls.)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:55
L36	2	15 and phone same bookmark\$6	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/05/30 14:59

File 347:JAPIO Dec 1976-2006/Dec(Updated 070403)

(c) 2007 JPO & JAPIO

File 350:Derwent WPIX 1963-2007/UD=200730

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Set	Items	Description
S1	209858	(CONTACT? ? OR ADDRESS OR DIRECTORY OR PHONE? ? OR TELEPHONE? ? OR YELLOW()PAGES)(5N)(BOOKMARK? ? OR BOOK()MARK? ? OR RECORD? ? OR LIST? ? OR DATA OR INFORMATION OR CONTENT OR ENTRY OR ENTRIES OR ITEM? ? OR METADATA)
S2	18343	S1(7N)(REQUEST? ? OR QUERY??? OR QUERIE? ? OR ACCESS??? OR DOWNLOAD??? OR FETCH???)
S3	43620	(PHONE OR TELEPHONE)()NUMBER? ?
S4	380325	NAME? ? OR SURNAME? ? OR DESIGNATION? ? OR IDENTIFICATION? ? OR IDENTITY
S5	17365	(TELEPHONE OR PHONE)()CALL
S6	2347258	SERVER? ? OR WEBSERVER? ? OR NODE? ? OR COMPUTER? ? OR PC? ? OR WORKSTATION? ? OR WORK()STATION? ? OR TERMINAL? ?
S7	171	S2 AND S3:S4 AND S5 AND S6
S8	48899	S1(20N)S6
S9	102	S8 AND S2 AND S3:S4 AND S5
S10	748297	INTERNET OR WEB OR WEBPAGE? ? OR WEBSITE? ? OR NETWORK? ?
S11	25936	S1(20N)S10
S12	109	S11 AND S2 AND S3:S4 AND S5
S13	149	S9 OR S12
S14	23	S13 AND PY=1963:1997
S15	32	S13 AND AC=US/PR AND AY=(1963:1997)/PR
S16	40	S13 AND AC=US AND AY=1963:1997
S17	40	S13 AND AC=US AND AY=(1963:1997)/PR
S18	42	S14:S17
S19	42	IDPAT (sorted in duplicate/non-duplicate order)
S20	53	(BOOKMARK? ? OR BOOK()MARK? ?)(5N)(TELEPHONE? ? OR PHONE? - ?)
S21	0	S20 AND PY=1963:1997
S22	0	S20 AND AC=US/PR AND AY=(1963:1997)/PR
S23	0	S20 AND AC=US AND AY=1963:1997
S24	0	S20 AND AC=US AND AY=(1963:1997)/PR

19/5/2 (Item 2 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
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0014494113

WPI ACC NO: 2004-674423/200466

XRPX ACC No: N2004-534267

**User connecting method for accessing online information, involves providing central processing station having database, and downloading appropriate computer network access number to remote computing device**

Patent Assignee: NOMADIX INC (NOMA-N)

Inventor: KLEINROCK L; SHORT J E

**Patent Family** (1 patents, 1 countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update
US 6795852	B1	20040921	US 19953541	P	19950911	200466 B
			US 1996712502	A	19960911	

Priority Applications (no., kind, date): US 19953541 P 19950911; US 1996712502 A 19960911

#### Patent Details

Number	Kind	Lan	Pg	Dwg	Filing Notes
US 6795852	B1	EN	7	0	Related to Provisional US 19953541

#### Alerting Abstract US B1

NOVELTY - The method involves providing a central processing station having a database with an index of computer network access numbers related with multiple computer network providers. The station is accessed from a remote computing device via a transmission line. Location **identification** information from the device is compared with the index. An appropriate computer network access number is selected and downloaded to the device.

DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- 1.an automatic computer network connection system for connecting a remotely located computing device to the computer network
- 2.a method of providing cost effective telephone access to a computer network for remotely located computing device.

USE - Used for connecting a user to a computer information system e.g. 'PC or laptop computer, via a computer network **provider** from a remote location e. g. **hotel**, branch office, public place, cellular phone, to access online information.

ADVANTAGE - The method facilitates the provision of the central processing station having database and downloads the appropriate computer network access number to the remote computing device, thus efficiently connecting the user to a service provider and providing very high reliability to the user.

**Title Terms/Index Terms/Additional Words:** USER; CONNECT; METHOD; ACCESS; INFORMATION; CENTRAL; PROCESS; STATION; DATABASE; APPROPRIATE; COMPUTER; NETWORK; NUMBER; REMOTE; COMPUTATION; DEVICE

#### Class Codes

International Classification (Main): G06F-015/177

US Classification, Issued: 709220000, 709219000, 709227000, 379114020

File Segment: EPI;

DWPI Class: T01; W01

Manual Codes (EPI/S-X): T01-J05B4P; T01-N02B1B; W01-A06E1

19/5/3 (Item 3 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
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0014390589 - Drawing available

WPI ACC NO: 2004-579831/200456

Related WPI Acc No: 1999-311764; 2000-474488; 2001-578240; 2002-461915; 2003-090795

XRPX ACC No: N2004-458381

Telephone call **processing method in government agencies, involves**

communicating information related to routing destination selected from database through network, to caller or connecting caller to destination

Patent Assignee: MOORE G G (MOOR-I); SHAFFER J D (SHAF-I)

Inventor: MOORE G G; SHAFFER J D

Patent Family (2 patents, 1 countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	
US 20040141604	A1	20040722	US 1996748192	A	19961112	200456	B
			US 1998211475	A	19981214		
			US 2000477181	A	20000104		
			US 2000690661	A	20001017		
			US 200282669	A	20020222		
			US 2003732147	A	20031209		
US 7167553	B2	20070123	US 199619526	P	19960606	200708	E
			US 1996748192	A	19961112		
			US 1998211475	A	19981214		
			US 2000477181	A	20000104		
			US 2000690661	A	20001017		
			US 200282669	A	20020222		
			US 2003732147	A	20031209		

Priority Applications (no., kind, date): US 199619526 P 19960606; US 1996748192 A 19961112; US 1998211475 A 19981214; US 2000477181 A 20000104; US 2000690661 A 20001017; US 200282669 A 20020222; US 2003732147 A 20031209

#### Alerting Abstract US A1

NOVELTY - A precise geographic identifier is determined at a routing processing platform based on received **telephone number** of caller captured during **telephone call**. A potential routing destination is selected from a database, based on identifier transmitted over data link to voice processing platform. The information related to destination is communicated through network to caller or caller is connected to destination.

DESCRIPTION - An INDEPENDENT CLAIM is also included for **telephone number** display method.

USE - For processing call of telephone such as touch tone, rotary telephone and emulated telephone, videophone, cordless telephone and cellular telephone for service locations such as UPS and USPS drop boxes and automatic teller machine (ATM), shopping center, hazardous waste spill locations, hazardous material storage locations, financial institution, restaurants, fire hydrants, flood planes, earthquake fault lines, power lines multi-storey building, also in business, government agencies and telecommunication call processing applications.

ADVANTAGE - Enables providing service benefits to caller, servicing locations and vanity number advertising during a call, effectively.

DESCRIPTION OF DRAWINGS - The figure shows a conceptual diagram of the multiple databases linked through spatial key.

**Title Terms/Index Terms/Additional Words:** TELEPHONE; CALL; PROCESS; METHOD; GOVERN; COMMUNICATE; INFORMATION; RELATED; ROUTE; DESTINATION; SELECT; DATABASE; THROUGH; NETWORK; CONNECT

File Segment: EPI;

DWPI Class: T01; W01

Manual Codes (EPI/S-X): T01-J05B4P; T01-J08C; W01-B03A; W01-C03; W01-C05B5C

19/5/5 (Item 5 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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0012638906 - Drawing available

WPI ACC NO: 2002-487982/200252

XRPX ACC No: N2002-385602

**Call establishing method for telecommunication system, involves selecting number which is to be dialed prior, among transmitted number and sending indication of selected number to hybrid switch**

Patent Assignee: INTEL CORP (ITLC)

Inventor: BUBB H; ZWICK N

Patent Family (1 patents, 1 countries)

Patent Application

Number	Kind	Date	Number	Kind	Date	Update
US 6377576	B1	20020423	US 1995541678	A	19951010	200252 B

Priority Applications (no., kind, date): US 1995541678 A 19951010

#### Patent Details

Number	Kind	Lan	Pg	Dwg	Filing Notes
US 6377576	B1	EN	9	4	

#### Alerting Abstract US B1

NOVELTY - A call request including two **telephone numbers** is transmitted over a network from a calling terminal (106) to a hybrid switch (301) using predetermined address. The number which is to be dialed prior, is selected and indicated to the switch. A connection is formed between the calling and called terminals through the network in response to the request and order of selected number.

USE - For establishing calls in telecommunication system including public switched telephone network (PSTN), wide area network such as internet.

ADVANTAGE - The cost of a call is minimized by allowing a calling party to select whether the call is established as an incoming or as an outgoing call. The long distance calls are replaced as two local calls, therefore lower cost long distance link is achieved and the substantial charges may be saved.

DESCRIPTION OF DRAWINGS - The figure shows a schematic view of telecommunication system comprising a **telephone network** and a **data network**.

106 Calling terminal  
301 Hybrid switch

**Title Terms/Index Terms/Additional words:** CALL; ESTABLISH; METHOD; TELECOMMUNICATION; SYSTEM; SELECT; NUMBER; PRIOR; TRANSMIT; SEND; INDICATE; HYBRID; SWITCH

#### Class Codes

International Classification (Main): H04L-012/66

(Additional/Secondary): H04L-012/54

US Classification, Issued: 370389000, 370352000, 379209000

File Segment: EPI;

DWPI Class: T01; W01

Manual Codes (EPI/S-X): T01-N02A2B; W01-B02A; W01-C06A; W01-C06G1

**19/5/11 (Item 11 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

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0009401873 - Drawing available

WPI ACC NO: 1999-338127/199928

XRPX ACC No: N1999-253396

**Accessing and retrieving speech-based information for telephone links using specialized voice recognition software**

Patent Assignee: TELECHECK INT INC (TELE-N)

Inventor: DANS R F

**Patent Family (3 patents, 80 countries)**

Patent Number	Kind	Date	Application Number	Kind	Date	Update
WO 1999026397	A1	19990527	WO 1998US24276	A	19981113	199928 B
AU 199916992	A	19990607	AU 199916992	A	19981113	199943 E
US 6195417	B1	20010227	US 1997972762	A	19971118	200114 E

Priority Applications (no., kind, date): US 1997972762 A 19971118

#### Patent Details

Number	Kind	Lan	Pg	Dwg	Filing Notes
WO 1999026397	A1	EN	50	6	

National Designated States,Original: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW

Regional Designated States,Original: AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW NL OA PT SD SE SZ UG ZW

AU 199916992 A EN Based on OPI patent WO 1999026397



# **Alerting Abstract WO A1**

NOVELTY - The system for accessing and retrieving speech-based information includes

1. at least a first feed application to enter a request for information from a speech-based information system which is accessible at a predetermined telephone number; and
2. a calling computer interfaced to the feed application to process the request, where the calling computer includes:
3. a line manager to place a telephone call to the speech-based information system at the telephone number;
4. a speech recognizer to determine one or more verbal messages generated by the speech-based information system in response to a call placed by the line manager to the telephone number; and
5. a program employing the line manager and the speech recognizer in response to the request for information for placing a call to the speech-based information system, recognizing one or more verbal messages generated by the speech-based information system, and delivering a response to the request to the feed application according to the verbal messages.

USE - The **accessing** and retrieving speech-based **information** system is for **telephone** links using specialized voice recognition software.

ADVANTAGE - Allows **access** of speech based **information** systems over conventional **telephone** links, recognize the words spoken by the information system and convert the information to a computerized form.

DESCRIPTION OF DRAWINGS - The drawing shows

**Title Terms/Index Terms/Additional Words:** ACCESS; RETRIEVAL; SPEECH; BASED; INFORMATION; TELEPHONE; LINK; VOICE; RECOGNISE; SOFTWARE

## **Class Codes**

International Classification (Main): H04M-001/64, H04M-003/50

(Additional/Secondary): H04M-001/00, H04M-011/00

US Classification, Issued: 379067100, 379088040, 379088240, 379093240, 379352000

File Segment: EPI;

DWPI Class: W01; W04

Manual Codes (EPI/S-X): W01-B09; W01-C02B4; W01-C02D; W01-C05B5C; W04-V01

**19/5/13 (Item 13 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

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0009313236 - Drawing available

WPI ACC NO: 1999-244206/199920

XRPX ACC No: N1999-181739

**Facilitating apparatus of making calling card telephone call**

Patent Assignee: CALLMANAGE LTD (CALL-N); JEHAN R (JEHA-I); WULKAN I (WULK-I)

Inventor: WULKAN I

**Patent Family** (3 patents, 79 countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	
WO 1999014934	A1	19990325	WO 1998IB1733	A	19980915	199920	B
AU 199895545	A	19990405	AU 199895545	A	19980915	199933	E
US 5991384	A	19991123	US 1997929488	A	19970915	200002	E

Priority Applications (no., kind, date): US 1997929488 A 19970915

## **Patent Details**

Number	Kind	Lan	Pg	Dwg	Filing Notes
WO 1999014934	A1	EN	45	13	

National Designated States, Original: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM HU ID IL IS JP KE KG KP KR KZ LC LK

LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ  
TM TR TT UA UG UZ VN YU ZW  
Regional Designated States, Original: AT BE CH CY DE DK EA ES FI FR GB GH  
GM GR IE IT KE LS LU MC MW NL OA PT SD SE SZ UG ZW  
AU 199895545 A EN Based on OPI patent WO 1999014934

**Alerting Abstract WO A1**

NOVELTY - The apparatus (10) includes a central processor unit (50) coupled to a user interface (52) to control the components and a dialing means (11) connected to a public switched telephone network and a telephone (4) across a telephone line (9) via communication ports (12,14). Line monitoring circuitry (80) monitors or detects information or data transmitted across the line, while a memory storage device (54) stores a calling card database (56) and a transactional database (58)

DESCRIPTION - An independent claim is included for a method of facilitating making of calling card **telephone call** from user interface using tele-network

USE - Minimizing caller input actions during making of calling card **telephone call**

ADVANTAGE - Selecting best card for making call only requiring input of desired **telephone number**

DESCRIPTION OF DRAWINGS - The drawing is a block diagram of components of the apparatus.

- 50 Central processor unit
- 52 User interface
- 11 Dialing means
- 80 Line monitoring circuitry
- 56,58 Calling card and transactional databases

**Title Terms/Index Terms/Additional Words:** FACILITATE; APPARATUS; CALL; CARD  
; TELEPHONE

**Class Codes**

International Classification (Main): H04M-015/00, H04M-017/00  
US Classification, Issued: 379144000, 379114000

File Segment: EPI;

DWPI Class: W01

Manual Codes (EPI/S-X): W01-C06; W01-C07A5

**19/5/14 (Item 14 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

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0009148426 - Drawing available

WPI ACC NO: 1999-069976/199906

XRPX ACC No: N1999-051270

**On-line electronic directory service providing system for internet - integrates data link and voice link by transcoding between encoded voice signals and pulse code modulating signals, so as to establish voice connection between PC and remote telephone**

Patent Assignee: SPRINT COMMUNICATION CO LP (SPRI-N)

Inventor: RONDEAU D E

**Patent Family** (1 patents, 1 countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	
US 5850433	A	19981215	US 1996642009	A	19960501	199906	B

Priority Applications (no., kind, date): US 1996642009 A 19960501

**Patent Details**

Number	Kind	Lan	Pg	Dwg	Filing Notes
US 5850433	A	EN	11	2	

**Alerting Abstract US A**

The system includes a terminal server (2b) interconnected to a personal computer (18) and communicates with the **web** browser via data link (20) over a communication line. A database **server** coupled to terminal server provides **access to data** in an associated database regarding **directory** listings of advertisement **information**. On receiving a **directory** search **request** from PC, the database **server** searches for a directory listing

and provides a **web** page bearing a directory listing corresponding to **telephone number** of remote telephone (22).

A **telephone server** is coupled to the **data base server**, that communicates with the remote telephone on receiving call **request**. The **telephone server** integrates **data link** and voice link by transcoding between bit rate encoded voice signals and pulse code modulating signals so that voice connection between PC and remote telephone is established when terminal server is interconnected to PC. The user searches database for desired directory listing through the web browser and sends a call request indicating establishment of voice connection with remote telephone. In response to the call request, the telephone server establishes voice connection.

USE - For dinner reservation in local restaurants.

ADVANTAGE - Develops individual customer profiles for individual customers and stores in database, thus enabling customisation of menu screens using historical directory usage information. Does not require knowledge of service provider's **telephone number** for locating and placing **telephone call** to service provider.

**Title Terms/Index Terms/Additional Words:** LINE; ELECTRONIC; DIRECTORY; SERVICE; SYSTEM; INTEGRATE; DATA; LINK; VOICE; TRANSCODER; ENCODE; SIGNAL ; PULSE; CODE; MODULATE; SO; ESTABLISH; CONNECT; REMOTE; TELEPHONE

### Class Codes

International Classification (Main): H04M-001/64

(Additional/Secondary): H04M-003/42

US Classification, Issued: 379201000, 379067000, 379088000, 379089000, 379201000, 379213000, 379216000

File Segment: EPI;

DWPI Class: W01

Manual Codes (EPI/S-X): W01-C01C5; W01-C02B

**19/5/15 (Item 15 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

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0008988364 - Drawing available

WPI ACC NO: 1998-543128/199846

Related WPI ACC No: 2001-451640

XRPX ACC No: N1998-422820

**Multimedia telecommunication call distribution centre e.g. for multimedia access - allows access to call centre via telephone and data networks to provide simultaneous voice, data and video access with multimedia automatic call distribution server acting as connection manager for data network callers**

Patent Assignee: COSMOCOM INC (COSM-N)

Inventor: DELLUTRI S; SONESH A

**Patent Family (9 patents, 80 countries)**

Patent Number	Kind	Date	Application Number	Kind	Date	Update
WO 1998044714	A1	19981008	WO 1998US5984	A	19980326	199846 B
AU 199865873	A	19981022	AU 199865873	A	19980326	199910 E
EP 976237	A1	20000202	EP 1998912069	A	19980326	200011 E
			WO 1998US5984	A	19980326	
US 6046762	A	20000404	US 1997825635	A	19970401	200024 E
JP 2001519101	W	20011016	JP 1998541808	A	19980326	200176 E
			WO 1998US5984	A	19980326	
AU 744357	B	20020221	AU 199865873	A	19980326	200223 E
US 6614783	B1	20030902	US 1997825635	A	19970401	200359 E
			US 1999457704	A	19991210	
JP 2005245022	A	20050908	JP 1998541808	A	19980326	200559 E
			JP 200592862	A	20050328	
CA 2285905	C	20070313	CA 2285905	A	19980326	200721 E
			WO 1998US5984	A	19980326	

Priority Applications (no., kind, date): US 1997825635 A 19970401; US 1999457704 A 19991210

**Alerting Abstract** WO A1

The centre comprises a number of networks carrying multimedia calls to

the multimedia telecommunication call distribution centre. Several multimedia calls accesses the multimedia telecommunication call distribution centre via the networks. The centre has a multimedia automatic call distribution server which is capable of distributing the multimedia calls to several multimedia call operators.

Several multimedia call operator computers process the multimedia calls. The multimedia calls are processed. A multimedia telecommunication call distribution centre, the networks includes telephone networks.

ADVANTAGE - Ensures effective transparent of agents over different geographical locations.

**Title Terms/Index Terms/Additional Words:** TELECOMMUNICATION; CALL; DISTRIBUTE; CENTRE; ACCESS; ALLOW; TELEPHONE; DATA; NETWORK; SIMULTANEOUS; VOICE; VIDEO; AUTOMATIC; SERVE; ACT; CONNECT; MANAGE

#### Class Codes

International Classification (Main): H04M-003/523

(Additional/Secondary): H04M-011/00, H04M-003/00, H04Q-003/58

International Classification (+ Attributes)

IPC + Level Value Position Status Version

File Segment: EPI;

DWPI Class: T01; W01

Manual Codes (EPI/S-X): T01-H07C3D; T01-H07C5; T01-H07C5E; W01-A03A1;

W01-A06B7; W01-A06F; W01-C02G3A; W01-C05B2

**19/5/17 (Item 17 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

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0008746603 - Drawing available

WPI ACC NO: 1998-289030/199826

Related WPI Acc No: 1998-264093

XRPX ACC NO: N1998-227334

**Remote data access method e.g. for telephone - sending back data to calling party from data source such as utility meter, with readings returned to server which polls many different households by telephone**

Patent Assignee: NORTHERN TELECOM LTD (NELE)

Inventor: BURNHILL S E; CLIFFORTH A E

**Patent Family (3 patents, 26 countries)**

Patent Number	Kind	Date	Application Number	Kind	Date	Update
EP 845896	A1	19980603	EP 1997308978	A	19971107	199826 B
CA 2220802	A	19980529	CA 2220802	A	19971112	199838 E
JP 10190857	A	19980721	JP 1997326766	A	19971127	199839 E

Priority Applications (no., kind, date): GB 199624960 A 19961129; US 1997865488 A 19970529

#### Patent Details

Number	Kind	Lan	Pg	Dwg	Filing Notes
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EP 845896	A1	EN	19	11	
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Regional Designated States,Original: AL AT BE CH DE DK ES FI FR GB GR IE

IT LI LT LU LV MC MK NL PT RO SE SI

CA 2220802	A	EN			
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JP 10190857	A	JA	13		
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#### Alerting Abstract EP A1

The method involves initiating a **telephone call** from a calling party to the interface unit. detecting the calling line **identity** at the interface unit. The interface unit transmits the data from the source to the calling party in response to the detected calling line **identity**. The call is answered using the interface unit, where the data transmitting step is carried out within the same call.

The ringing is prevented when the call is answered. The data are transmitted from the interface unit to the **network** using DTMF tones. The calling party has a central **server**, and several **data** sources are **accessed** using different **telephone** calls in sequence from the calling party.

ADVANTAGE - Calling party has central **server** and several **data** sources **accessed** using different **telephone** calls in sequence from calling

party.

**Title Terms/Index Terms/Additional Words:** REMOTE; DATA; ACCESS; METHOD;  
TELEPHONE; SEND; BACK; CALL; PARTY; SOURCE; UTILISE; METER; READ; RETURN;  
SERVE; POLL; HOUSEHOLD

**Class Codes**

International Classification (Main): H04M-011/00, H04M-011/06  
(Additional/Secondary): G08C-019/00, H04Q-009/00

File Segment: EPI;

DWPI Class: S01; S02; W01; W05

Manual Codes (EPI/S-X): W01-C05B3F; W05-D03C; W05-D07A; W05-D07G

**19/5/18 (Item 18 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

(c) 2007 The Thomson Corporation. All rts. reserv.

0008720821 - Drawing available

WPI ACC NO: 1998-261871/199823

XRPX ACC No: N1998-206418

**Telephone connection provision method - arranging call management via computer network which can be remotely accessed by subscribers using web browsers with network facility including database for storing personal telephone directories and call logs**

Patent Assignee: NORTEL NETWORKS CORP (NELE); NORTEL NETWORKS LTD (NELE);  
NORTHERN TELECOM LTD (NELE)

Inventor: ANDERSON J C; MILAKNIS S; WOOD T J

Patent Family (9 patents, 20 countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update
WO 1998018283	A1	19980430	WO 1997CA268	A	19970423	199823 B
AU 199725631	A	19980515	AU 199725631	A	19970423	199838 E
EP 933002	A1	19990804	EP 1997917188	A	19970423	199935 E
			WO 1997CA268	A	19970423	
AU 719201	B	20000504	AU 199725631	A	19970423	200030 E
US 6091808	A	20000718	US 1996730856	A	19961017	200037 E
JP 2001502505	W	20010220	WO 1997CA268	A	19970423	200114 E
			JP 1998518744	A	19970423	
CA 2267983	C	20020709	CA 2267983	A	19970423	200254 E
			WO 1997CA268	A	19970423	
EP 933002	B1	20020717	EP 1997917188	A	19970423	200254 E
			WO 1997CA268	A	19970423	
DE 69714062	E	20020822	DE 69714062	A	19970423	200263 E
			EP 1997917188	A	19970423	
			WO 1997CA268	A	19970423	

Priority Applications (no., kind, date): US 1996730856 A 19961017

**Alerting Abstract WO A1**

The method involves remotely accessing a **computer network** facility to produce, at the **computer network** facility, a **telephone connection** message including **information** identifying calling and called **telephone numbers**. The telephone connection message is communicated from the **computer network** facility to a telephone switch via a switch- **computer** interface.

Finally a telephone connection is established between the calling and called **telephone numbers**, from the switch, in response to the telephone connection message. The step of remotely **accessing the computer network** facility comprises providing **telephone number information** from the **computer network** facility, for remote display to a subscriber identified by the calling **telephone number**.

**ADVANTAGE** - Enables subscribers to control **telephone connection** and obtain **information** from **telephone directories** and call logs using **web browser**, without any need for extra hardware to couple browser to telephone.

**Title Terms/Index Terms/Additional Words:** TELEPHONE; CONNECT; PROVISION;  
METHOD; ARRANGE; CALL; MANAGEMENT; COMPUTER; NETWORK; CAN; REMOTE; ACCESS  
; SUBSCRIBER; WEB; FACILITY; DATABASE; STORAGE; PERSON; DIRECTORY; LOG

**Class Codes**

International Classification (Main): H04M-003/00, H04M-003/42, H04Q-011/00  
(Additional/Secondary): H04L-012/12, H04L-012/66, H04M-011/00  
US Classification, Issued: 379201000, 379093230, 379216000, 379242000,  
379355000, 370352000

File Segment: EPI;  
DWPI Class: T01; W01  
Manual Codes (EPI/S-X): T01-H07C3A; T01-J08C; W01-A06B7; W01-A06G3;  
W01-C02D; W01-C05B3B

**19/5/19 (Item 19 from file: 350)**  
DIALOG(R)File 350:Derwent WPIX  
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0008656033 - Drawing available  
WPI ACC NO: 1998-194014/199817  
Related WPI Acc No: 1997-289569; 2001-606783; 2002-759397  
XRPX ACC NO: N1998-153538

**Providing telephone user with connectivity to data site over communication line - allowing user communication with other parties via communication line when user is connected to data site via line, in which first telephone number is used to access user's telephony communication device**

Patent Assignee: DATA RACE INC (DATA-N)  
Inventor: BARKER W B; STAPLES L E

**Patent Family (3 patents, 20 countries)**

Patent Number	Kind	Date	Application Number	Kind	Date	Update	
WO 1998010573	A2	19980312	WO 1997US15450	A	19970903	199817	B
EP 966832	A2	19991229	EP 1997939756	A	19970903	200005	E
			WO 1997US15450	A	19970903		
US 6295357	B1	20010925	US 1996708267	A	19960906	200158	E
			US 1997888406	A	19970707		

Priority Applications (no., kind, date): US 1996740775 A 19961101; US 1996708267 A 19960906; US 1997888406 A 19970707

#### Patent Details

Number	Kind	Lan	Pg	Dwg	Filing Notes
WO 1998010573	A2	EN	82	14	
National Designated States,Original: JP					
Regional Designated States,Original: AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE					
EP 966832	A2	EN			PCT Application WO 1997US15450 Based on OPI patent WO 1998010573
Regional Designated States,Original: BE CH DE ES FR GB IT LI SE					
US 6295357	B1	EN			C-I-P of application US 1996708267

#### Alerting Abstract WO A2

The method involves the telephony communication device connecting to the data site. The data site then assigns a second **telephone number** to the user. A telephone company central office is instructed to route the telephone calls made to the first number, on to the second number at the data site.

The telephone calls made to the first number of the user telephony device are routed to the second **telephone number** at the site, and are further routed to the telephony communication device. Preferably the instructing includes the data site performing a forwarding operation to forward the calls made to the first **telephone number**, which are intended for the user. The forwarding operation causes the telephone calls to the first number to be forwarded to the assigned second **telephone number**.

ADVANTAGE - Allows user to receive incoming calls even when single line is connected to data centre.

**Title Terms/Index Terms/Additional Words:** TELEPHONE; USER; CONNECT; DATA; SITE; COMMUNICATE; LINE; ALLOW; PARTY; FIRST; NUMBER; ACCESS; DEVICE

#### Class Codes

International Classification (Main): H04M-003/00, H04M-003/54  
(Additional/Secondary): H04L-029/06, H04M-011/00, H04M-011/06, H04M-007/00  
US Classification, Issued: 379418000, 379373000, 379093070

File Segment: EPI;  
DWPI Class: W01  
Manual Codes (EPI/S-X): W01-C02B2

**19/5/20 (Item 20 from file: 350)**

DIALOG(R)File 350:Derwent WPIX  
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0008453569 - Drawing available

WPI ACC NO: 1997-245275/ 199722

XRPX ACC No: N1997-202272

**Remote access data visualisation system for monitoring of telephone calls made over public network using internet - has www browser for downloading data visualisation java (RTM) applet software over network and running software at user station for selecting and controlling presentation of data**

Patent Assignee: BRITISH TELECOM PLC (BRTE)

Inventor: FAUTH M J; SHARPLES P A

**Patent Family** (13 patents, 72 countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	
WO 1997015007	A1	19970424	WO 1996GB2528	A	19961016	199722	B
AU 199673111	A	19970507	AU 199673111	A	19961016	199735	E
EP 856171	A1	19980805	EP 1996935005	A	19961016	199835	E
			WO 1996GB2528	A	19961016		
NO 199801693	A	19980615	WO 1996GB2528	A	19961016	199840	E
			NO 19981693	A	19980415		
CN 1199475	A	19981118	CN 1996197586	A	19961016	199914	E
JP 11514476	W	19991207	WO 1996GB2528	A	19961016	200008	E
			JP 1997515604	A	19961016		
AU 722257	B	20000727	AU 199673111	A	19961016	200041	E
EP 856171	B1	20001129	EP 1996935005	A	19961016	200063	E
			WO 1996GB2528	A	19961016		
DE 69611099	E	20010104	DE 69611099	A	19961016	200108	E
			EP 1996935005	A	19961016		
			WO 1996GB2528	A	19961016		
ES 2153987	T3	20010316	EP 1996935005	A	19961016	200123	E
US 6240450	B1	20010529	US 1996622346	A	19960325	200132	E
			WO 1996GB2528	A	19961016		
			US 1997898284	A	19970722		
US 20010056431	A1	20011227	US 1996622346	A	19960325	200206	E
			WO 1996GB2528	A	19961016		
			US 1997898284	A	19970722		
			US 2001756650	A	20010110		
CA 2234091	C	20030603	CA 2234091	A	19961016	200344	E
			WO 1996GB2528	A	19961016		

Priority Applications (no., kind, date): EP 1995307335 A 19951016

#### **Alerting Abstract WO A1**

The system includes a data store accessible by means of a data access network. A data browser locates data in the store and downloads it over the network to a user station. Visualisation software selects and controls presentation of the data. The data browser downloads the data visualisation software over the network and to run the software at the user station to select and control presentation of data downloaded from the data store.

The data visualisation software includes an element for accessing the data store to download a set of data therefrom to the user station. The data store comprises data sets which are protected by an authentication procedure. The data visualisation software includes an element for satisfying the authentication procedure in respect of at least one of the data sets.

**ADVANTAGE** - Allows wider range of people with widely differing technical capabilities to examine data to gain information relevant to them and at their level of understanding. Allows data to be loaded and updated in database in form which can be queried by data visualisation software tool when downloaded to user location.

**Title Terms/Index Terms/Additional words:** REMOTE; ACCESS; DATA; VISUAL; SYSTEM; MONITOR; TELEPHONE; CALL; MADE; PUBLIC; NETWORK; RTM; SOFTWARE; RUN; USER; STATION; SELECT; CONTROL; PRESENT; WORLD; WIDE; WEB

**Class Codes**

International Classification (Main): G06F-015/00, G06F-015/173, G06F-009/46  
 (Additional/Secondary): G06F-013/00, G06F-015/16, G06F-017/00, G06F-017/30  
 , G06F-007/00, H04L-012/26, H04L-012/54, H04L-012/58, H04M-003/22  
 US Classification, Issued: 707104100, 709224000, 345969000, 709224000,  
 709229000, 379032000, 370241000

File Segment: EPI;

DWPI Class: T01; W01

Manual Codes (EPI/S-X): T01-H07C3E; T01-J05A2; T01-J12D; W01-A06B7;  
 W01-C05B3B; W01-C06

**19/5/21 (Item 21 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

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0008433980 - Drawing available

WPI ACC NO: 1997-552651/ 199751

XRPX ACC No: N1997-460521

**Real time delivery method for distributing multimedia information -  
 involving user contacting server site and arranging for multimedia delivery  
 via suitable service level network**

Patent Assignee: AMERICAN TELEPHONE & TELEGRAPH CO (AMTT); AT & T CORP  
 (AMTT)

Inventor: AGRAHARAM S; AGRAHARM S; CIVANLAR M R; CURT N; HASKELL B G;

JONATHAN; KUTHYAR A K; MARKOWITZ R E; MORTENSON R F; PEREA C A;

RAMAMURTHY R S; ROSEN K H; STUNTEBECK P H; THOMAS K

**Patent Family (9 patents, 6 countries)**

Patent Number	Kind	Date	Application Number	Kind	Date	Update
EP 808048	A2	19971119	EP 1997107874	A	19970514	199751 B
CA 2201999	A	19971115	CA 2201999	A	19970407	199822 E
JP 10107895	A	19980424	JP 1997124617	A	19970515	199827 E
JP 10124427	A	19980515	JP 1997161742	A	19970619	199830 E
US 5956482	A	19990921	US 1996648260	A	19960515	199945 E
CA 2201999	C	20010911	CA 2201999	A	19970407	200156 E
CA 2356826	A1	19971115	CA 2201999	A	19970407	200170 E
			CA 2356826	A	19970407	
CA 2356826	C	20020820	CA 2201999	A	19970407	200263 E
			CA 2356826	A	19970407	
JP 2007053802	A	20070301	JP 1997124617	A	19970515	200718 E
			JP 2006297361	A	20061101	

Priority Applications (no., kind, date): US 1996648260 A 19960515

**Alerting Abstract EP A2**

The method for accessing the multimedia information is initiated by a user (210) contacting a controlling server (250) either via the Internet or a voice responsive **telephone call** (220). The user agrees a time schedule for the delivery of the information and provides a location, such as a **telephone number** for its delivery.

The server links with a bridging unit (260) that organised a switched network connection to the user site (280) for the delivery of the information over the lines of a suitable quality of service. The system can include security checks on the client either via defined client lists (230) or via face recognition when a video telephone system is in use.

ADVANTAGE - Allows real-time delivery of multimedia information by selecting suitable service level lines.

**Title Terms/Index Terms/Additional words:** REAL; TIME; DELIVER; METHOD;  
 DISTRIBUTE; INFORMATION; USER; CONTACT; SERVE; SITE; ARRANGE; SUIT;  
 SERVICE; LEVEL; NETWORK

File Segment: EPI;

DWPI Class: T01; W01

Manual Codes (EPI/S-X): T01-H07C3B; T01-H07C3D; T01-H07C5E; W01-A06B7;  
 W01-C05B2; W01-C05B7X

**19/5/22 (Item 22 from file: 350)**



DIALOG(R)File 350:Derwent WPIX  
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0008292947 - Drawing available  
WPI ACC NO: 1997-402897/199737  
XRPX ACC NO: N1997-335067

**Co-ordinating data and telephone communications so that they can be routed to desired destination - sending request to second site via data network, selecting agent and reserving telephone switch routing point for call such that relevant incoming call is transferred to agent with applicable information**

Patent Assignee: GENESYS TELECOM LAB (GENE-N); GENESYS TELECOM LAB INC (GENE-N)

Inventor: MILOSLAVSKY A

**Patent Family (8 patents, 20 countries)**

Patent Number	Kind	Date	Application Number	Kind	Date	Update	
WO 1997028635	A1	19970807	WO 1997US1469	A	19970131	199737	B
EP 873642	A1	19981028	EP 1997904087	A	19970131	199847	E
			WO 1997US1469	A	19970131		
JP 11508430	W	19990721	JP 1997527811	A	19970131	199939	E
			WO 1997US1469	A	19970131		
US 6130933	A	20001010	US 1996594628	A	19960202	200052	E
US 6259774	B1	20010710	US 1996594628	A	19960202	200141	E
			US 2000574315	A	20000519		
JP 3226929	B2	20011112	JP 1997527811	A	19970131	200174	E
			WO 1997US1469	A	19970131		
EP 873642	B1	20040421	EP 1997904087	A	19970131	200428	E
			WO 1997US1469	A	19970131		
DE 69728749	E	20040527	DE 69728749	A	19970131	200436	E
			EP 1997904087	A	19970131		
			WO 1997US1469	A	19970131		

Priority Applications (no., kind, date): US 1996594628 A 19960202; US 2000574315 A 20000519

#### **Alerting Abstract WO A1**

The method for coordinating telephone and data communication between two sites, the first of which has a computer and a telephone, whilst the second has a number of agents each associated with a computer and a telephone. The second site also has a telephone switch for directing incoming phone calls to the agents. The computer in the first site displays digital information originated from a server. A computer in the first site send a request indicating an intention to call the second site, to the server via a digital communication network. The request contains information identifying the first site.

The request and identification information are delivered to a software module in the second site by the server. Prestored information concerning the first site is retrieved based on the identification information. An agent who is able to respond to a call from the first site is selected. A telephone number terminated at the switch is selected. The telephone number is sent to the first site via the digital communication network. The switch, upon receiving an incoming call having the telephone number, connects the incoming call to a telephone associated with the selected agent. The digital information originated from the server and the information of the first site are delivered to a computer associated with the selected agent.

USE/ADVANTAGE - Allows coordination of telephone call and data communication in call centre system.

**Title Terms/Index Terms/Additional words:** CO; ORDINATE; DATA; TELEPHONE; COMMUNICATE; SO; CAN; ROUTE; DESTINATION; SEND; REQUEST; SECOND; SITE; NETWORK; SELECT; AGENT; RESERVE; SWITCH; POINT; CALL; RELEVANT; INCOMING; TRANSFER; APPLY; INFORMATION

#### **Class Codes**

International Classification (Main): H04M-011/00, H04M-003/42  
(Additional/Secondary): H04L-012/54, H04M-003/48, G06F-013/00, H04L-012/58, H04M-003/51, H04M-003/60  
International Classification (+ Attributes)

File Segment: EPI;

DWPI Class: W01

Manual Codes (EPI/S-X): W01-A06F; W01-A06G3; W01-C02D; W01-C02G3B; W01-C03

**19/5/23 (Item 23 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

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0008217156 - Drawing available

WPI ACC NO: 1997-322595/ **199730**

Related WPI Acc No: 1997-322594

XRPX ACC No: N1997-266958

**Telephone apparatus for transmitting calls via Internet (RTM) - has telephone access to server identifying called number and creates links by assigning internet protocol addresses and transferring audio signal**

Patent Assignee: SONY CORP (SONY)

Inventor: ASAI M; OYAMA A; OZAWA K; TONE N; WATANABE H

**Patent Family (12 patents, 7 countries)**

Patent Number	Kind	Date	Application Number	Kind	Date	Update	
EP 781016	A2	19970625	EP 1996309021	A	19961211	199730	B
JP 9168051	A	19970624	JP 1995348400	A	19951218	199735	E
CA 2192740	A	19970619	CA 2192740	A	19961212	199742	E
KR 1997056259	A	19970731	KR 199665410	A	19961213	199912	E
KR 1997056260	A	19970731	KR 199666408	A	19961216	199912	E
US 6108329	A	20000822	US 1996761612	A	19961206	200042	E
EP 781016	B1	20040506	EP 1996309021	A	19961211	200430	E
DE 69632383	E	20040609	DE 69632383	A	19961211	200438	E
			EP 1996309021	A	19961211		
JP 3777638	B2	20060524	JP 1995348400	A	19951218	200635	E
CA 2192740	C	20060613	CA 2192740	A	19961212	200641	E
JP 2006166468	A	20060622	JP 1995348400	A	19951218	200643	E
			JP 2005363704	A	20051216		
KR 466644	B	20050704	KR 199665410	A	19961213	200660	E

Priority Applications (no., kind, date): JP 1995348400 A 19951218; JP 1995348398 A 19951218; EP 1996309021 A 19961211; JP 2005363704 A 2005121

#### **Alerting Abstract EP A2**

The telephone system uses the Internet (RTM) communication system to provide audio telephone connections. The system has a server, e.g. an Internet Service Provider server (S1) that is connected via routers (R1) to the Internet (RTM) (NET1). The server includes several modems (M1) that allow connection to telephones or computers (T1) via the public telephone networks, e.g. PSTN.

A user contacts the server and is allocated an internet protocol (IP) address to establish a link with the server. The user places a call request to another telephone. This is located from a database (DB1) and the call is routed and a destination IP assigned. The audio data is transmitted in compressed form between units.

**ADVANTAGE** - Allows users to make audio telephone calls using **Internet (RTM)** computer network, and at low costs. Obtains source terminal information of **telephone call** through **Internet (RTM)** and avoids or rejects mischievous or misdirected calls. Stores **information** on source terminal of **telephone call** through **Internet (RTM)** during absence. Judges whether **telephone call** is through **Internet (RTM)** or through ordinary public telephone line, and appropriately copes with **telephone call**.

**Title Terms/Index Terms/Additional words:** TELEPHONE; APPARATUS; TRANSMIT; CALL; RTM; ACCESS; SERVE; IDENTIFY; NUMBER; LINK; ASSIGN; PROTOCOL; ADDRESS; TRANSFER; AUDIO; SIGNAL

#### **Class Codes**

International Classification (Main): H04L-012/28, H04M-001/00, H04M-001/66  
(Additional/Secondary): H04L-029/06, H04M-001/57, H04M-011/00, H04M-011/06, H04M-003/00

International Classification (+ Attributes)  
IPC + Level Value Position Status Version

File Segment: EPI;

DWPI Class: T01; W01  
Manual Codes (EPI/S-X): T01-H07C3D; T01-H07C5A; W01-A06B7; W01-C05B2

**19/5/29 (Item 29 from file: 350)**  
DIALOG(R)File 350:Derwent WPIX  
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0007355912 - Drawing available

WPI ACC NO: 1995-108819/199515

XRPX ACC No: N1995-086040

**Personalised information service system use - using unique identifier received during call set-up for automatic and immediate retrieval of personalised profile for information service subscriber**

Patent Assignee: AMERICAN TELEPHONE & TELEGRAPH CO (AMTT); AT & T (AMTT);  
AT & T CORP (AMTT)

Inventor: BACKAUS M S; BARERRA C D; BARRERA C D; DAVENPORT E L; FAHRER H;  
OSTROFF B N; PETRELLI R; SONKE S K

**Patent Family (12 patents, 7 countries)**

Patent Number	Kind	Date	Application Number	Kind	Date	Update
EP 643541	A2	19950315	EP 1994306560	A	19940907	199515 B
CA 2128306	A	19950315	CA 2128306	A	19940718	199524 E
JP 7203081	A	19950804	JP 1994244917	A	19940914	199540 E
EP 643541	A3	19960207	EP 1994306560	A	19940907	199622 E
CN 1110032	A	19951011	CN 1994115140	A	19940908	199735 E
US 5694459	A	19971202	US 1993121123	A	19930914	199803 E
			US 1995538109	A	19951002	
			US 1997785424	A	19970116	
CA 2128306	C	19981215	CA 2128306	A	19940718	199909 E
MX 188711	B	19980422	MX 19946915	A	19940909	200027 E
EP 643541	B1	20020227	EP 1994306560	A	19940907	200215 E
DE 69429955	E	20020404	DE 69429955	A	19940907	200230 E
			EP 1994306560	A	19940907	
JP 3357199	B2	20021216	JP 1994244917	A	19940914	200302 E
CN 1081863	C	20020327	CN 1994115140	A	19940908	200516 E

Priority Applications (no., kind, date): US 1997785424 A 19970116; US  
1995538109 A 19951002; EP 1994306560 A 19940907; US 1993121123 A  
19930914

#### **Alerting Abstract EP A2**

The method for use in an information services system provides information to a subscriber in response to an information services request telephone call. A record is stored which identifies preselected information to be provided to the subscriber. An number, unique to the subscriber, provides a subscriber identifier.

In response to the subscriber identifier, the subscriber record is retrieved so that the personalised subscriber profile is accessed and relevant information provided. The identifier is received during set-up of the telephone call and the information source retrieval is automatic. Preferably, the subscriber identifier is formed from a telephone number. The system uses Integrated Services Digital Networks (ISDN) signalling and temporary "out-of-band" signalling.

USE/ADVANTAGE - weather forecasts, sports results service etc. Provides automatic response to subscriber identifier to retrieve record identifying information to be supplied. Improves response time.

File 348:EUROPEAN PATENTS 1978-2007/ 200717

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File 349:PCT FULLTEXT 1979-2007/UB=20070510UT=20070504

(c) 2007 WIPO/Thomson

Set	Items	Description
S1	145673	(CONTACT? ? OR ADDRESS OR DIRECTORY OR PHONE? ? OR TELEPHONE? ? OR YELLOW()PAGES)(5N)(BOOKMARK? ? OR BOOK()MARK? ? OR RECORD? ? OR LIST? ? OR DATA OR INFORMATION OR CONTENT OR ENTRY OR ENTRIES OR ITEM? ? OR METADATA)
S2	24116	S1(7N)(REQUEST? ? OR QUERY??? OR QUERIE? ? OR ACCESS??? OR DOWNLOAD??? OR FETCH???)
S3	32302	(PHONE OR TELEPHONE)()NUMBER? ?
S4	606214	NAME? ? OR SURNAME? ? OR DESIGNATION? ? OR IDENTIFICATION? ? OR IDENTITY
S5	15747	(TELEPHONE OR PHONE)()CALL
S6	2033131	SERVER? ? OR WEBSERVER? ? OR NODE? ? OR COMPUTER? ? OR PC? ? OR WORKSTATION? ? OR WORK()STATION? ? OR TERMINAL? ?
S7	442643	INTERNET OR WEB OR WEBPAGE? ? OR WEBSITE? ? OR NETWORK? ?
S8	50712	S1(10N)S6:S7
S9	283	S2(50N)S3:S4(50N)S5(50N)S8
S10	28595	S1(10N)S3:S4
S11	171	S2(50N)S10(50N)S5(50N)S8
S12	29	S11 AND PY=1978:1997
S13	48	S11 AND AC=US/PR AND AY=(1978:1997)/PR
S14	48	S11 AND AC=US AND AY=1978:1997
S15	48	S11 AND AC=US AND AY=(1978:1997)/PR
S16	52	S12:S15
S17	66	(BOOKMARK? ? OR BOOK()MARK? ?)(5N)(PHONE? ? OR TELEPHONE? - ?)
S18	1	S17 AND PY=1978:1997
S19	1	S17 AND AC=US/PR AND AY=(1978:1997)/PR
S20	1	S17 AND AC=US AND AY=1978:1997
S21	1	S17 AND AC=US AND AY=(1978:1997)/PR
S22	2	S18:S21

16/5/1 (Item 1 from file: 348)  
DIALOG(R)File 348:EUROPEAN PATENTS  
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02059797

Managing communications between a client and a server in a network with delivery of electronic messages

Steuerung der Kommunikation zwischen einem Klienten und einem Server in einem Netzwerk mit Zustellung von elektronischen Nachrichten

Gestion de communication entre un ordinateur client et serveur dans un reseau avec distribution des messages electroniques

PATENT ASSIGNEE:

Webtv Networks, Inc., (2302170), 305 Lytton Avenue, Palo Alto, California 94301, (US), (Applicant designated States: all)

INVENTOR:

Perlman, Stephen G., 721 Tiana Lane, Mountain View, California 94041, (US)

Goldman, Phillip Y., 400 Fir Lane, Los Altos, California 94024, (US)

LEGAL REPRESENTATIVE:

Wombwell, Francis (46022), Potts, Kerr & Co. 15, Hamilton Square, Birkenhead Merseyside CH41 6BR, (GB)

PATENT (CC, No, Kind, Date): EP 1662749 A2 060531 (Basic)

APPLICATION (CC, No, Date): EP 2006001171 970502;

PRIORITY (CC, No, Date): US 660087 960603

DESIGNATED STATES: AT; BE; CH; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI; LU; MC; NL; PT; SE

EXTENDED DESIGNATED STATES: AL; LT; LV; RO; SI

RELATED PARENT NUMBER(S) - PN (AN):

EP 812096 (EP 97303036)

INTERNATIONAL CLASSIFICATION (V8 + ATTRIBUTES):

IPC + Level Value Position Status Version Action Source Office:

H04L-0029/06	A	I	F	B	20060101	20060405	H	EP
H04M-0003/533	A	I	L	B	20060101	20060405	H	EP
H04M-0007/00	A	I	L	B	20060101	20060405	H	EP
H04N-0007/26	A	I	L	B	20060101	20060405	H	EP
H04M-0001/65	A	I	L	B	20060101	20060405	H	EP

ABSTRACT EP 1662749 A2

In a network system including a server system with a plurality of logically connected servers, and a client television system that is connectable to one or more of the servers in the server system, and wherein the client television system is comprised of a conventional television set coupled to an electronic unit which together provide a graphical user interface for permitting a user to use a television set to view content downloaded to the electronic unit from one or more of the servers, a method for permitting notification of the receipt of an electronic message that has been sent to one of the servers of the server system, for delivery to the client television system, comprising:

receiving at one of the servers an electronic message for delivery to the client television system;

if the electronic unit of the client television system is connected to the server system, the server which received the electronic message signaling the client television system in order to provide a perceptible indication at the client television system that electronic mail directed to the user of the client television system is available for viewing;

if the electronic unit of the client television system is not connected to the server system when an electronic message is received at one of the servers for delivery to the client television system,

the electronic unit thereafter automatically dialing the server system at a specified time to determine whether the user of the client television system has any new electronic message, and

then downloading the electronic message and storing it at the electronic unit, and providing a perceptible indication at the client television system that electronic mail directed to the user of the client television system is available for viewing.

ABSTRACT WORD COUNT: 290

NOTE:

Figure number on first page: 1

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 060531 A2 Published application without search report  
Change: 061213 A2 Title of invention (German) changed: 20061213  
Change: 061213 A2 Title of invention (English) changed: 20061213  
Change: 061213 A2 Title of invention (French) changed: 20061213

LANGUAGE (Publication,Procedural,Application): English; English; English

16/5/4 (Item 4 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

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01607576

Apparatus and methods in improving and enhancing telephony  
telecommunications  
Vorrichtung und Verfahren zur Verbesserung und Aufwertung von  
Telefonkommunikation  
Dispositif et procedes d'amelioration et perfectionnement pour  
telecommunications telefoniques

PATENT ASSIGNEE:

Genesys Telecommunications Laboratories, Inc., (2322000), 11th Floor,  
1155 Market Street, San Francisco, CA 94103, (US), (Applicant  
designated States: all)

INVENTOR:

Goecke, Jason, P.O.Box 314, La Honda, CA 94020, (US)  
Miloslavsky, Alec, 20 Boroughwood Place, Hillsborough, CA 94010, (US)  
Deryugin, Vladimir N., Apartment 90, 777 San Antonio Road, Palo Alto, CA  
94303, (US)  
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Neyman, Igor, 4118 Park Boulevard, Palo Alto, CA 94306, (US)  
Turovski, Oleg, 5235 Diamond Heights Boulevard, 203,, San Francisco, CA  
94131, (US)

LEGAL REPRESENTATIVE:

White, Duncan Rohan (86301), Edward Evans Barker Clifford's Inn Fetter  
Lane, London EC4A 1BZ, (GB)

PATENT (CC, No, Kind, Date): EP 1328121 A1 030716 (Basic)

APPLICATION (CC, No, Date): EP 2003008533 980909;

PRIORITY (CC, No, Date): US 929594 970915

DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;  
LU; MC; NL; PT; SE

RELATED PARENT NUMBER(S) - PN (AN):

EP 1016280 (EP 98948163)

INTERNATIONAL PATENT CLASS (V7): H04N-007/14; H04N-007/173

ABSTRACT EP 1328121 A1

There is disclosed a system (6100) for routing an electronic mail  
(e-mail) to one of a plurality of agents in an Internet Protocol Network  
Telephony call center. Each of the agents having a specific skill set  
from a variety of possible skill sets. The system (6100) comprises an  
e-mail server (6102) adapted to receive an e-mail from a sender, an  
information extractor (6204) for extracting information from said e-mail,  
a router (6116), and a database (6114) accessible to the router and  
storing skill sets of said agents. The router (6116) selects the one of a  
plurality of agents by matching stored information about the specific  
skill sets with portions of extracted information from the e-mail.

ABSTRACT WORD COUNT: 115

NOTE:

Figure number on first page: 21

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 030716 A1 Published application with search report  
Examination: 030716 A1 Date of request for examination: 20030422

Change: 031112 A1 Inventor information changed: 20030920  
LANGUAGE (Publication,Procedural,Application): English; English; English

**16/5/7 (Item 7 from file: 348)**  
DIALOG(R)File 348:EUROPEAN PATENTS  
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01001880  
**Public communications services distribution method and apparatus**  
**Verteilungs-Verfahren und -Vorrichtung für öffentliche Kommunikationsdienst**  
**e**  
**Methode et équipement de distribution de services de communication publics**  
PATENT ASSIGNEE:

Nortel Networks Limited, (3029040), World Trade Center of Montreal, 380  
St. Antoine Street West, 8th floor, Montreal, Quebec H2Y 3Y4, (CA),  
(Applicant designated States: all)

INVENTOR:

McDonald, John Maurice, 41 Colony Trail Blvd, Holland Landing, Ontario  
L9N 1C7, (CA)  
Hillson, Andrew Raines, 200 Douglas Shore Close SE, Calgary, Alberta T2Z  
2K7, (CA)  
Fielding, Bruce Allen, PO Box 448, Bragg Creek, Alberta T0L 0K0, (CA)  
Judd, James Marshall, 1057 South Sherman Street, Richardson, TX 75081,  
(US)  
Isgro, Nick, 25 Purley Crescent, Scarborough, Ontario M1M 1E7, (CA)  
Jansen, Bernard Gerald, 64 Horned Owl Drive, Brampton, Ontario L6R 1C5,  
(CA)

LEGAL REPRESENTATIVE:

Loven, Keith James (47885), Loven & Co Quantum House 30 Tentercroft  
Street, Lincoln LN5 7DB, (GB)

PATENT (CC, No, Kind, Date): EP 903903 A2 990324 (Basic)  
EP 903903 A3 010912

APPLICATION (CC, No, Date): EP 98307360 980911;

PRIORITY (CC, No, Date): US 928517 970912

DESIGNATED STATES: DE; FR; GB

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS (V7): H04L-029/06; G06F-017/30; G07F-007/10

ABSTRACT EP 903903 A2

An apparatus and method for distributing multimedia services. The  
apparatus includes a transmitter for transmitting for receipt by at least  
one device (36) a multimedia configuration file for configuring at least  
one device to present multimedia services to a user.

ABSTRACT WORD COUNT: 41

NOTE:

Figure number on first page: 3

LEGAL STATUS (Type, Pub Date, Kind, Text):

Assignee:	000927 A2	Transfer of rights to new applicant: Nortel Networks Limited (3029040) World Trade Center of Montreal, 380 St. Antoine Street West, 8th floor Montreal, Quebec H2Y 3Y4 CA
Application:	990324 A2	Published application (A1with Search Report ;A2without Search Report)
Refusal:	050810 A2	Date European patent application was refused: 20050313
Examination:	020703 A2	Date of dispatch of the first examination report: 20020522
Examination:	020424 A2	Date of request for examination: 20020215
Change:	010718 A2	Legal representative(s) changed 20010525
Search Report:	010912 A3	Separate publication of the search report
Assignee:	031008 A2	Transfer of rights to new applicant: Nortel Networks Limited (3029042) 2351 Boulevard Alfred-Nobel St. Laurent, Quebec H4S 2A9 CA

\*Assignee: 990714 A2 Applicant (name, address) (change)  
LANGUAGE (Publication,Procedural,Application): English; English; English

**16/5/14 (Item 14 from file: 348)**

DIALOG(R)File 348:EUROPEAN PATENTS

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00927629

**Remote data access by telephone**

**Datenzugriff auf Abstand über Telefon**

**Acces de donnees a distance par telephone**

PATENT ASSIGNEE:

NORTHERN TELECOM LIMITED, (217325), World Trade Center of Montreal, 380  
St. Antoine Street West, 8th Floor, Montreal, Quebec H2Y 3Y4, (CA),  
(applicant designated states: BE;DE;FR;GB;NL;SE)

INVENTOR:

Clifforth, Andrew Edward, 25 Kingston Road, Ipswich, Suffolk IP1 4BD,  
(GB)

Burnhill, Stephen Edward, 8 Gifford Close, Two Locks, Cwmbran, Torfaen  
NP44 7NX, Wales, (GB)

LEGAL REPRESENTATIVE:

Ryan, John Peter William (57881), Nortel Patents, London Road, Harlow,  
Essex CM17 9NA, (GB)

PATENT (CC, No, Kind, Date): EP 845896 A1 980603 (Basic)

APPLICATION (CC, No, Date): EP 97308978 971107;

PRIORITY (CC, No, Date): GB 9624960 961129; US 865488 970529

DESIGNATED STATES: BE; DE; FR; GB; NL; SE

INTERNATIONAL PATENT CLASS (V7): H04M-011/00

ABSTRACT EP 845896 A1

Remote data access method relies on recognition of predetermined  
calling line identities, by an interface unit 57. Upon recognition, the  
interface unit sends back data to the calling party from a data source  
such as a utility meter. Such meter readings are returned to a server 51.  
The server 51 may poll many different households by telephone. The  
interface unit 57 is arranged to intercept meter reading calls without  
the telephone ringing in the household. The system needs no changes to be  
made to the exchange in the telephone network.

ABSTRACT WORD COUNT: 91

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 980603 A1 Published application (A1with Search Report  
;A2without Search Report)

Examination: 990203 A1 Date of filing of request for examination:  
981203

Change: 990224 A1 Designated Contracting States (change)

Withdrawal: 990512 A1 Date on which the European patent application  
was withdrawn: 990309

LANGUAGE (Publication,Procedural,Application): English; English; English

**16/5/16 (Item 16 from file: 348)**

DIALOG(R)File 348:EUROPEAN PATENTS

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00878320

**APPARATUS AND METHODS FOR COORDINATING TELEPHONE AND DATA COMMUNICATIONS**  
**VORRICHTUNG UND VERFAHREN ZUR KOORDINIERUNG VON FERNSPRECH- UND**  
**DATENUBERTRAGUNGEN**

**DISPOSITIF ET METHODES DE COORDINATION DES COMMUNICATIONS TELEPHONIQUES ET**  
**DE DONNEES**

PATENT ASSIGNEE:

Genesys Telecommunications Laboratories, (2369560), 11th floor, 1155  
Market Street, San Francisco, CA 94066, (US), (Proprietor designated



states: all)

INVENTOR:  
 MILOSLAVSKY, Alec, 10 Whitman Court, San Carlos, CA 94070, (US)

LEGAL REPRESENTATIVE:  
 Freed, Arthur Woolf et al (30752), Edward Evans Barker Clifford's Inn  
 Fetter Lane, London EC4A 1BZ, (GB)

PATENT (CC, No, Kind, Date): EP 873642 A1 981028 (Basic)  
 EP 873642 B1 040421  
 WO 1997028635 970807

APPLICATION (CC, No, Date): EP 97904087 970131; WO 97US1469 970131

PRIORITY (CC, No, Date): US 594628 960202

DESIGNATED STATES: CH; DE; ES; FR; GB; LI; NL; SE

INTERNATIONAL PATENT CLASS (V7): H04M-011/00; H04M-003/51; H04M-003/48

CITED PATENTS (EP B): EP 425163 A; US 5428608 A; US 5528678 A; US 5572643 A  
 ; US 5610910 A

CITED REFERENCES (EP B):  
 CORDOM C ET AL: "CONVERSANT VIS LISTENS AND TALKS TO YOUR CUSTOMERS  
 WASHINGTON GAS' THRIFT PURCHASE PLAN APPLICATION ENABLES CONTRACTORS TO  
 GET CREDIT AND OTHER CUSTOMER INFORMATION" AT & T TECHNOLOGY, AMERICAN  
 TELEPHONE & TELEGRAPH CO. SHORT HILLS, NEW JERSEY, US, vol. 9, no. 2,  
 21 June 1994 (1994-06-21), pages 22-25, XP000458378 ISSN: 0889-8979;

NOTE:  
 No A-document published by EPO

LEGAL STATUS (Type, Pub Date, Kind, Text):  
 Search Report: 011219 A1 Date of drawing up and dispatch of  
 supplementary:search report 20011105

Application: 971029 A1 International application (Art. 158(1))

Change: 060809 B1 Title of invention (French) changed: 20060809

Change: 060809 B1 Title of invention (English) changed: 20060809

Change: 060809 B1 Title of invention (German) changed: 20060809

Lapse: 050727 B1 Date of lapse of European Patent in a  
 contracting state (Country, date): CH  
 20040421, LI 20040421, DE 20040722, ES  
 20040801, SE 20040721,

Lapse: 050112 B1 Date of lapse of European Patent in a  
 contracting state (Country, date): CH  
 20040421, LI 20040421, ES 20040801, SE  
 20040721,

Lapse: 041215 B1 Date of lapse of European Patent in a  
 contracting state (Country, date): CH  
 20040421, LI 20040421,

Examination: 020807 A1 Date of dispatch of the first examination  
 report: 20020625

Change: 011219 A1 International Patent Classification changed:  
 20011030

Change: 011219 A1 International Patent Classification changed:  
 20011030

Grant: 040421 B1 Granted patent

Lapse: 041222 B1 Date of lapse of European Patent in a  
 contracting state (Country, date): CH  
 20040421, LI 20040421, SE 20040721,

Oppn None: 050413 B1 No opposition filed: 20050124

Change: 060329 B1 Title of invention (German) changed: 20060329

Change: 060329 B1 Title of invention (English) changed: 20060329

Change: 060329 B1 Title of invention (French) changed: 20060329

Application: 981028 A1 Published application (A1with Search Report  
 ;A2without Search Report)

Examination: 981028 A1 Date of filing of request for examination:  
 980810

LANGUAGE (Publication,Procedural,Application): English; English; English

00844722

Computer network telephone system

Computernetzwerktelefonsystem

Système téléphonique à travers un réseau d'ordinateurs

PATENT ASSIGNEE:

SONY CORPORATION, (214022), 7-35, Kitashinagawa 6-chome, Shinagawa-ku,  
Tokyo, (JP), (Proprietor designated states: all)

INVENTOR:

Oyama, Akimasa, c/o Sony Corporation, 7-35, Kitashinagawa 6-chome,  
Shinagawa-ku, Tokyo, (JP)  
Watanabe, Hidekazu, c/o Sony Corporation, 7-35, Kitashinagawa 6-chome,  
Shinagawa-ku, Tokyo, (JP)  
Asai, Masahiro, c/o Sony Corporation, 7-35, Kitashinagawa 6-chome,  
Shinagawa-ku, Tokyo, (JP)  
Ozawa, Kazunori, c/o Sony Corporation, 7-35, Kitashinagawa 6-chome,  
Shinagawa-ku, Tokyo, (JP)

LEGAL REPRESENTATIVE:

Nicholls, Michael John (61941), J.A. KEMP & CO. 14, South Square Gray's  
Inn, London WC1R 5JJ, (GB)

PATENT (CC, No, Kind, Date): EP 781015 A2 970625 (Basic)

EP 781015 A3 031105

EP 781015 B1 050720

APPLICATION (CC, No, Date): EP 96309022 961211;

PRIORITY (CC, No, Date): JP 95348398 951218

DESIGNATED STATES: DE; FR; GB

INTERNATIONAL PATENT CLASS (V7): H04L-029/06; H04L-029/12; H04M-007/00;  
H04L-012/64

CITED PATENTS (EP B): US 5239577 A; US 5422941 A

CITED REFERENCES (EP B):

SEARS ET AL: "The Effect of Internet Telephony on the Long Distance Voice  
Market" WORKING PAPER, 14 January 1995 (1995-01-14), XP002191382  
Retrieved from the Internet: <URL:http://itel.mit.edu:/itel/docs/EFFECT  
/COMPETITIVE.DOC> retrieved on 2002-02-25!;

ABSTRACT EP 781015 A2

Terminals in computer networks are connected via servers to transmit  
data containing at least audio data through the computer networks. A  
server is provided with a data base storing call-out information used to  
connect to a destination terminal. When a source terminal makes a call to  
a destination terminal, the server of the computer network searches out  
the connection address of the destination terminal from the data base.  
Then, the server calls up the destination terminal and establishes  
connection between the server of the computer network and the destination  
terminal.

ABSTRACT WORD COUNT: 91

NOTE:

Figure number on first page: 1

LEGAL STATUS (Type, Pub Date, Kind, Text):

Change: 031105 A2 International Patent Classification changed:  
20030916

Application: 970625 A2 Published application (A1with Search Report  
;A2without Search Report)

Change: 060628 B1 Title of invention (French) changed: 20060628

Change: 060628 B1 Title of invention (English) changed: 20060628

Change: 060628 B1 Title of invention (German) changed: 20060628

Examination: 040915 A2 Date of dispatch of the first examination  
report: 20040727

Search Report: 031105 A3 Separate publication of the search report

Examination: 040630 A2 Date of request for examination: 20040503

Examination: 040915 A2 Date of dispatch of the first examination  
report: 20040727

Grant: 050720 B1 Granted patent

LANGUAGE (Publication,Procedural,Application): English; English; English

16/5/27 (Item 27 from file: 348)  
DIALOG(R)File 348:EUROPEAN PATENTS  
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00669949

**Personalized information service system**  
**Personalisiertes Informationsdienstsystem**  
**Systeme de service d'information personnalise**

PATENT ASSIGNEE:

AT&T Corp., (589370), 32 Avenue of the Americas, New York, NY 10013-2412,  
(US), (Proprietor designated states: all)

INVENTOR:

Backaus, Majorie Susan, 10 woodlawn Drive, Morristown, New Jersey 07960,  
(US)

Barrera, Claire Darcelle, 4300 Agate Road, Boulder, Colorado 80304, (US)

Davenport Ester Lee, 6 Van Brakle Road, Holmdel, New Jersey 07733, (US)

Fahrer, Harold, 26 Evergreen Road, Denville, New Jersey 07834, (US)

Ostroff, Barry Norman, 10203 King Court, Westminster, Colorado 80030,  
(US)

Petrelli, Robert, 163 Stults Lane, East Brunswick, New Jersey 08816, (US)

Sonke, Susan Kay, 1225 Eldorado Drive, Superior, Colorado 80027, (US)

LEGAL REPRESENTATIVE:

Harding, Richard Patrick et al (41295), Marks & Clerk, 4220 Nash Court,  
Oxford Business Park South, Oxford OX4 2RU, (GB)

PATENT (CC, No, Kind, Date): EP 643541 A2 950315 (Basic)

EP 643541 A3 960207

EP 643541 B1 020227

APPLICATION (CC, No, Date): EP 94306560 940907;

PRIORITY (CC, No, Date): US 121123 930914

DESIGNATED STATES: DE; ES; FR; GB

INTERNATIONAL PATENT CLASS (V7): H04Q-003/72; H04M-003/42

CITED PATENTS (EP B): WO 91/16779 A; GB 2263845 A; US 5206899 A

CITED REFERENCES (EP B):

INTERNATIONAL SWITCHING SYMPOSIUM - PAPER B8.3, vol.5, 28 May 1990,  
STOCKHOLM (SW) pages 147 - 152, XP130940 ARITAKA ET AL 'Intelligent  
Networking and Services in the Business Communications Environment'

AT&T TECHNICAL JOURNAL, vol.69, no.5, September 1990, SHORT HILLS (US)  
pages 61 - 76, XP224080 FISCHER ET AL 'Interactive Voice Technology  
applications'

NACHRICHTEN TECHNISCHE ZEITSCHRIFT, vol.45, no.4, April 1992, BERLIN (DE)  
pages 254 - 261, XP303522 KRUGER 'Das Intelligente Netz ermöglicht neue  
Dienste und Anwendungen'

IEEE INFOCOM - PAPER 6D.1, vol.2, 28 March 1993, SAN FRANCISCO (US) pages  
756 - 765, XP399343 DESBIENS ET AL 'Modeling and Formal Specification  
of the Personal Communication Service'

ANNUAL REVIEW OF COMMUNICATIONS - NATIONAL ENGINEERING CONSORTIUM,  
vol.46, 1992 pages 605 - 612, XP321974 MUELLER ET AL 'Interaction of  
the ISUP Supplementary services with the Intelligent Network'

PROCEEDINGS OF THE IEEE/ACM INTERNATIONAL CONFERENCE ON DEVELOPING AND  
MANAGING EXPERT SYSTEM PROGRAMS, 30 September 1991, WASHINGTON, D.C. (US)  
pages 187 - 194, XP335583 ATOUI 'An Integrated Systems Design of the  
Intelligent Network'

FOURTH IEE CONFERENCE ON TELECOMMUNICATIONS, 18 April 1993, MANCHESTER  
(GB) pages 241 - 245, XP473731 VERMA 'Personal Communications - Service  
concepts and Functionality Evolution'

INTERNATIONAL SWITCHING SYMPOSIUM - PAPER C10.2, vol.6, 28 May 1990,  
STOCKHOLM (SW) pages 169 - 173, XP130980 NAKAJIMA ET AL 'Intelligent  
Digital Mobile Communications Network Architecture'

PROCEEDINGS OF THE IEEE, vol.79, no.2, February 1991, NEW YORK (US) pages  
155 - 169, XP226399 JABBARI 'Common Channel Signalling System Number 7  
for ISDN and Intelligent Networks';

ABSTRACT EP 643541 A2

A high-speed information service system is provided which uses a unique identifier received during call setup to retrieve automatically a personalized profile for an information service subscriber. The identifier uniquely identifies the subscriber, thereby allowing the information retrieval process to begin immediately after the call is setup. The system utilizes Integrated Services Digital Networks (ISDN) signaling and temporary, "out-of-band" signaling to improve information retrieval capability. ISDN signaling permits electronic addressing of information requested by the subscriber, thereby eliminating the delays which accompany DTMF signal processing. Communications between an information service provider and an individual information source are conducted using out-of-band signaling. That is, call setup and information request are processed using a channel other than the channel which carries data between the information service provider, the information source and the subscriber. (see image in original document)

ABSTRACT WORD COUNT: 154

NOTE:

Figure number on first page: 1

LEGAL STATUS (Type, Pub Date, Kind, Text):

Examination: 010103 A2 Date of dispatch of the first examination report: 20001121  
Application: 950315 A2 Published application (A1with Search Report ;A2without Search Report)  
Lapse: 040121 B1 Date of lapse of European Patent in a contracting state (Country, date): ES 20020829,  
Grant: 020227 B1 Granted patent  
Change: 020227 A2 Inventor information changed: 20020108  
Oppn None: 030219 B1 No opposition filed: 20021128  
Search Report: 960207 A3 Separate publication of the European or International search report  
Examination: 960925 A2 Date of filing of request for examination: 960725  
Change: 971229 A2 Representative (change)

LANGUAGE (Publication,Procedural,Application): English; English; English

16/5/30 (Item 30 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

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00513290

System for integrating telephony data with data processing systems.

System zur Integrierung von Telefondaten in einem Datenverarbeitungssystem.

Systeme pour integrer des donnees telephoniques dans des systemes de traitement de donnees.

PATENT ASSIGNEE:

International Business Machines Corporation, (200120), Old Orchard Road, Armonk, N.Y. 10504, (US), (applicant designated states: DE;FR;GB)

INVENTOR:

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LEGAL REPRESENTATIVE:

Teufel, Fritz, Dipl.-Phys. et al (11855), IBM Deutschland

Informationssysteme GmbH, Patentwesen und Urheberrecht, 70548 Stuttgart, (DE)

PATENT (CC, No, Kind, Date): EP 501189 A2 920902 (Basic)  
EP 501189 A3 931118

APPLICATION (CC, No, Date): EP 92101849 920205;  
PRIORITY (CC, No, Date): US 660763 910225  
DESIGNATED STATES: DE; FR; GB  
INTERNATIONAL PATENT CLASS (V7): G06F-009/46;

ABSTRACT EP 501189 A2

A system is disclosed for providing an automatic interface between a host based, menu driven application program and a telephone network. The system includes a host access table stored in a memory in the workstation, containing operational commands. An interface program stored in the workstation memory executes the commands in the host access table, to perform interfacing functions between the host application program and the telephone network. (see image in original document)

ABSTRACT WORD COUNT: 74

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 920902 A2 Published application (A1with Search Report  
;A2without Search Report)  
Examination: 930203 A2 Date of filing of request for examination:  
921210  
Change: 930512 A2 Representative (change)  
Change: 930929 A2 Representative (change)  
Search Report: 931118 A3 Separate publication of the European or  
International search report  
Change: 940216 A2 Representative (change)  
Examination: 970402 A2 Date of despatch of first examination report:  
970217  
Change: 970820 A2 Representative (change)  
Withdrawal: 990303 A2 Date on which the European patent application  
was deemed to be withdrawn: 980901

LANGUAGE (Publication,Procedural,Application): English; English; English

**16/5/35 (Item 35 from file: 348)**

DIALOG(R)File 348:EUROPEAN PATENTS

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00246211

**Integrated calling directory.**

**Integrierter Rufnummernauskunftgeber.**

**Annuaire d'appel integre.**

PATENT ASSIGNEE:

AMERICAN TELEPHONE AND TELEGRAPH COMPANY, (589370), 550 Madison Avenue,  
New York, NY 10022, (US), (applicant designated states:  
DE;FR;GB;IT;NL;SE)

INVENTOR:

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(US)

Tierney, Thomas John, Jr., 12370 East LaSalle Place, Aurora Colorado  
80014, (US)

LEGAL REPRESENTATIVE:

Johnston, Kenneth Graham et al (32382), AT&T (UK) LTD. AT&T Intellectual  
Property Division 5 Mornington Road, Woodford Green Essex, IG8 OTU,  
(GB)

PATENT (CC, No, Kind, Date): EP 238257 A2 870923 (Basic)  
EP 238257 A3 890524  
EP 238257 B1 930609

APPLICATION (CC, No, Date): EP 87302106 870311;

PRIORITY (CC, No, Date): US 842682 860321

DESIGNATED STATES: DE; FR; GB; IT; NL; SE

INTERNATIONAL PATENT CLASS (V7): H04M-003/50; H04Q-011/04; H04Q-003/545;

CITED PATENTS (EP A): DE 3231835 A; WO 8501855 A; DE 3044642 A; WO 8602219  
A; WO 8102824 A

CITED REFERENCES (EP A):

PROCEEDINGS OF THE INTERNATIONAL SWITCHING SYMPOSIUM; Florence, 7th-11th

May 1984, part 1, session 22 C paper 3, pages 1-5, North-Holland, Amsterdam, NL; N.X. DELESSIO et al.: "An integrated operator services capability for the SESS system";

ABSTRACT EP 238257 A2

Integrated calling directory.

The integrated calling directory of the present invention eliminates the disadvantages of prior call directory arrangements by providing a software system which runs on a personal computer (PC51) to automate the call directory and call origination function. The personal computer (PC51) is interposed between an individual's telephone station set (T51) and the business communication system port circuit associated with the individual's telephone station set (T51). The calling directory software (216) both contains the individual's personal directory entries and has access to directory entries in the centralized business communication system data base which resides on an adjunct processor. These directory entries all contain called party identification data which includes information such as an individual's name, room number, electronic mail address, telephone number, type of terminal equipment associated with the called party, job title, etc.

ABSTRACT WORD COUNT: 138

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 870923 A2 Published application (A1with Search Report ;A2without Search Report)  
Search Report: 890524 A3 Separate publication of the European or International search report  
Examination: 900117 A2 Date of filing of request for examination: 891115  
Examination: 911127 A2 Date of despatch of first examination report: 911016  
Change: 920506 A2 Representative (change)  
Grant: 930609 B1 Granted patent  
Oppn None: 940601 B1 No opposition filed

LANGUAGE (Publication,Procedural,Application): English; English; English

**16/3,K/39 (Item 4 from file: 349)**

DIALOG(R)File 349:PCT FULLTEXT

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00452686 \*\*Image available\*\*

**BROWSER USER INTERFACE FOR INTERNET TELEPHONY APPLICATION  
INTERFACE EXPLORATEUR UTILISATEUR POUR STATION DE TRAVAIL CLIENT**

Patent Applicant/Assignee:

DAVOX CORPORATION,  
STRANDBERG Malcom B,  
STENT Robert J,  
CURRERI Anthony,  
GILLIS W James Jr,  
CAMBRAY John,  
SMITH B Scott,

Inventor(s):

STRANDBERG Malcom B,  
STENT Robert J,  
CURRERI Anthony,  
GILLIS W James Jr,  
CAMBRAY John,  
SMITH B Scott,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9843150 A2 19981001  
Application: WO 98US5990 19980326 (PCT/WO US9805990)  
Priority Application: US 9742063 19970326

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM  
GW HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX  
NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US UZ VN YU ZW GH  
GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH DE DK ES FI  
FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD TG

Publication Language: English  
Fulltext Word Count: 46725

Fulltext Availability:  
Detailed Description

Detailed Description

... selected one  
client workstation 12. That message may include a command  
to handle an incoming **telephone call** as well as  
identification **information** about the calling customer such  
as a customer number. This information can be stored in...  
...address, telephone number, account balance  
and history, etc. Alternatively, the application server 22  
may utilize, **information** about the calling party's **telephone  
number** to lookup **information** about the calling party without  
having to **request** information from the customer. utilizing  
such ANI **information** from an incoming **telephone call** is well  
known to those skilled in the art and considered to be  
within the...

16/3,K/40 (Item 5 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT  
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00447201 \*\*Image available\*\*

INTERNET SWITCH BOX, SYSTEM AND METHOD FOR INTERNET TELEPHONY  
BOITE DE COMMUTATION INTERNET, SYSTEME ET PROCEDE DE TELEPHONIE PAR  
INTERNET

Patent Applicant/Assignee:

FONEFRIEND SYSTEMS INC,  
VAZIRI Faramarz,  
WIMSATT John D,

Inventor(s):

VAZIRI Faramarz,  
WIMSATT John D,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9837665 A1 19980827  
Application: WO 98US3630 19980225 (PCT/WO US9803630)  
Priority Application: US 97810148 19970225

Designated States:

(Protection type is "patent" unless otherwise stated - for applications  
prior to 2004)

AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH HU  
IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL  
PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US UZ VN YU ZW GH GM KE LS  
MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH DE DK ES FI FR GB GR  
IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD TG

Publication Language: English  
Fulltext Word Count: 18293

Fulltext Availability:  
Detailed Description

Detailed Description

... addresses. The ISBSS can look up an IP address for an ISB which has  
previously **accessed** the **server** and provided **information** correlating  
its **telephone number** and IP address. The ISBSS does this by searching  
by the telephone number, or the...

...have to exchange information concerning their IP addresses directly during the PSTN phase of a **telephone call** .

1 5 The ISBSS can also collect and report transactions, statistical data about attempts, completions...

**16/3,K/44 (Item 9 from file: 349)**  
DIALOG(R)File 349:PCT FULLTEXT  
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00420112

**SYSTEM AND METHOD FOR PROVIDING USER CONNECTIVITY TO A REMOTE DATA SITE**  
**SYSTEME ET PROCEDURE DONNANT A UN SITE DE DONNEES ELOIGNE UNE CONNECTIVITE**  
**D'UTILISATEUR**

Patent Applicant/Assignee:

DATA RACE INC,

Inventor(s):

BARKER William B,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9810573 A2 19980312

Application: WO 97US15450 19970903 (PCT/WO US9715450)

Priority Application: US 96708267 19960906; US 96740775 19961101; US 97888406 19970707

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

JP AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE

Publication Language: English

Fulltext Word Count: 20058

Fulltext Availability:

Detailed Description

English Abstract

...same telephone line. This obviates the necessity of the user having to purchase a second **telephone** line for incoming calls while **data** communications are being performed, thus reducing **access** costs. The remote user includes a modem or user telephony communication device configured to connect...

...the public switched telephone network (PSTN). The communication line or telephone line has a first **telephone** number. The remote **data** site includes one or more communication servers which perform intelligent call routing functions. When the...

...communications on the communication line with the remote data site, if another party places a **telephone call** to the remote user, the call forwarding operation causes the **telephone call** made to the first **telephone number** to be forwarded to the second **telephone number** maintained by the remote **data** site. The communication server at the remote data site then routes the received **telephone call** to the user telephony communications device using the communication line that is currently being used...

Detailed Description

... communications on the communication line with the remote data site, if another party places a **telephone call** to the remote user using the first telephone number, i.e., the first telephone number...

...the call forwarding operation causes the telephone company central office to forward or route the **telephone call** made to the first telephone number to the second telephone number, i.e., causes the **telephone call** to be forwarded or routed to the second telephone



File 8: Ei Compendex(R) 1884-2007/Apr w5  
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File 65: Inside Conferences 1993-2007/May 11  
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File 2: INSPEC 1898-2007/Apr w5  
(c) 2007 Institution of Electrical Engineers  
File 6: NTIS 1964-2007/May w2  
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File 144: Pascal 1973-2007/Apr w4  
(c) 2007 INIST/CNRS  
File 434: SciSearch(R) Cited Ref Sci 1974-1989/Dec  
(c) 2006 The Thomson Corp  
File 34: SciSearch(R) Cited Ref Sci 1990-2007/Apr w4  
(c) 2007 The Thomson Corp  
File 99: Wilson Appl. Sci & Tech Abs 1983-2007/Apr  
(c) 2007 The HW Wilson Co.  
File 266: FEDRIP 2007/Apr  
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File 95: TEME-Technology & Management 1989-2007/May w1  
(c) 2007 FIZ TECHNIK  
File 56: Computer and Information Systems Abstracts 1966-2007/May  
(c) 2007 CSA.  
File 60: ANTE: Abstracts in New Tech & Engineer 1966-2007/May  
(c) 2007 CSA.

Set	Items	Description
S1	75712	(CONTACT? ? OR ADDRESS OR DIRECTORY OR PHONE? ? OR TELEPHONE? ? OR YELLOW()PAGES)(5N)(BOOKMARK? ? OR BOOK()MARK? ? OR RECORD? ? OR LIST? ? OR DATA OR INFORMATION OR CONTENT OR ENTRY OR ENTRIES OR ITEM? ? OR METADATA)
S2	2780	S1(7N)(REQUEST? ? OR QUERY??? OR QUERIE? ? OR ACCESS??? OR DOWNLOAD??? OR FETCH???)
S3	4222	(PHONE OR TELEPHONE)()NUMBER? ?
S4	1662280	NAME? ? OR SURNAME? ? OR DESIGNATION? ? OR IDENTIFICATION? ? OR IDENTITY
S5	3061	(TELEPHONE OR PHONE)()CALL
S6	5845360	SERVER? ? OR WEBSERVER? ? OR NODE? ? OR COMPUTER? ? OR PC? ? OR WORKSTATION? ? OR WORK()STATION? ? OR TERMINAL? ?
S7	1	S2 AND S3:S4 AND S5
S8	50	S1 AND S3:S4 AND S5
S9	19	S8 AND S6
S10	2	(BOOKMARK? ? OR BOOK()MARK? ?)(5N)(PHONE OR TELEPHONE)
S11	52	S7:S10
S12	46	RD (unique items)
S13	32	S12 NOT PY=1998:2007

13/5/11 (Item 4 from file: 2)

DIALOG(R)File 2:INSPEC

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06049728 INSPEC Abstract Number: B9510-6210D-025

**Title: Telephone technology and data protection**

Author(s): Collins, V.

Author Affiliation: Nottingham Law Sch., Nottingham Trent Univ., UK

Journal: Tolley's Computer Law and Practice vol.11, no.3 p.74-83

Publication Date: 1995 Country of Publication: UK

CODEN: TCLPEN ISSN: 0266-4801

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: At home, work and play the telephone system will be able to provide an incredible range of services one of which will be interactive television, linking television and telephone services and enabling subscribers to check their bank balances, do their shopping and choose video films and recorded programmes. Trials of this system will start in Ipswich and Colchester in 1995. British Telecom also hopes to promote live broadcasting in the future. One development that has already been introduced is Calling Line Identification (CLI), a facility possible through the digitisation of telephone networks which, in simple terms, allows the person receiving a telephone call to read, from a display on the receiving instrument, the telephone number from which the call has been made. Not only does this development have potential problems in relation to the privacy of the individual, it may also lead to breaches of the data protection laws as it involves the processing of personal data. Although CLI can help to reduce malicious and nuisance calls it militates against the use of ex-directory numbers and the confidentiality of callers to helplines and emergency services. CLI could also result in the trapping of callers' numbers for direct marketing purposes as has been the case in America. (49 Refs)

Subfile: B D

Descriptors: data privacy; interactive television; security of data; telephony; television applications

Identifiers: telephone technology; data protection; interactive television; telephone services; British Telecom; live broadcasting; Calling Line Identification; telephone networks; data privacy; data protection laws; personal data processing; caller confidentiality; marketing

Class Codes: B6210D (Telephony); B6430J (Applications of television systems); D4070 (Telephone systems); D4010 (Television systems)

Copyright 1995, IEE

13/5/12 (Item 5 from file: 2)

DIALOG(R)File 2:INSPEC

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05585126 INSPEC Abstract Number: B9403-6210D-007, C9403-6160B-015

**Title: Evaluation of a parallel database machine for caller dependent routing**

Author(s): Ahn, I.

Author Affiliation: AT&T Bell Labs., Columbus, OH, USA

Conference Title: Database Systems for Advanced Applications '93. Proceedings of the Third International Symposium on Database Systems for Advanced Applications p.170-7

Editor(s): Moon, S.; Ikeda, H.

Publisher: World Scientific, Singapore

Publication Date: 1993 Country of Publication: Singapore xvii+450 pp.

ISBN: 981 02 1380 8

Conference Date: 6-8 April 1993 Conference Location: Taejon, South Korea

Language: English Document Type: Conference Paper (PA)

Treatment: Practical (P)

Abstract: Caller dependent routing is a feature to route a phone call

to a destination based on the **phone number** of the caller. It requires a high performance database, somewhere in the telecommunications network, to maintain **information** on all the **phone** subscribers. There are several relational database machines with a highly parallel architecture utilizing multiple processors. The author has evaluated such a machine in terms of performance and related issues to see if it can support the database needs of the caller dependent routing in the telecommunications environment. The results are summarized with an emphasis on the performance implications of the parallel architecture. (11 Refs)

Subfile: B C

Descriptors: distributed databases; parallel architectures; parallel programming; relational databases; telecommunication network routing; telecommunications computing; telephony

Identifiers: parallel database machine; caller dependent routing; **phone call**; **phone number**; high performance database; telecommunications network; phone subscribers; relational database machines; highly parallel architecture; multiple processors; database needs; performance implications

Class Codes: B6210D (Telephony); C6160B (Distributed DBMS); C6160D (Relational DBMS); C6110P (Parallel programming)

13/5/13 (Item 6 from file: 2)

DIALOG(R)File 2:INSPEC

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05360564

**Title: Keeping sight of service ( computer -telephone integration)**

Author(s): DePompa, B.

Journal: InformationWEEK no.407 p.58-9

Publication Date: 11 Jan. 1993 Country of Publication: USA

CODEN: INFWE4 ISSN: 8750-6874

Language: English Document Type: Journal Paper (JP)

Treatment: General, Review (G)

Abstract: With a best-selling product and a customer base expanding by 50% a year, eye-care company Vistakon Inc. has a clear technology vision. The company hopes to improve customer service with an integrated **computer -telephone system** system by IBM and Rolm Co. Vistakon has used **computer -telephone integration (CTI)** for two years. The CTI system includes Rolm's 9751 CBX technology and Vistakon's database, stored on an IBM AS/400 midrange system. The company is using CTI to combine information stored in its corporate database with **telephone call** -handling features to pass **data** to and from sales agents; it also uses the technology to put customer data on sales agents' **computer** screens, which helps the agents handle phone orders. The system incorporates automatic number **identification**. The author describes the main features of the system. (0 Refs)

Subfile: D

Descriptors: automatic telephone systems; health care

Identifiers: Rolm 9751 CBX; eye-care company; Vistakon; integrated **computer -telephone system**; IBM; IBM AS/400 midrange system; **telephone call** -handling; automatic number **identification**

Class Codes: D2060 (Health care); D4070 (Telephone systems)

13/5/15 (Item 8 from file: 2)

DIALOG(R)File 2:INSPEC

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04331448 INSPEC Abstract Number: B89025411, D89000749

**Title: Today's telephone system: sophisticated and affordable**

Author(s): Lavoie, F.J.

Journal: Modern Office Technology vol.33, no.11 p.76, 78

Publication Date: Nov. 1988 Country of Publication: USA

CODEN: MOFTDB ISSN: 0026-8208

U.S. Copyright Clearance Center Code: 0026-8208/88/\$1.00+.50

Language: English Document Type: Journal Paper (JP)

Treatment: General, Review (G)

Abstract: The variety of function offered by telephone systems are exemplified. Fast call processing systems can fill in for a human operator, interactive voice capabilities can give instructions or get information from callers. Neat voice mail offer systems are noted as continuing to grow in popularity. Call accounting systems can be used to keep a **record**, including cost, of every **phone call** made. Integrated call processing are also beginning to appear combining many of these features. **Names** of a number of systems in each category are given. (0 Refs)

Subfile: B D

Descriptors: telephone station equipment; telephone systems; voice mail

Identifiers: integrated call processing; call accounting; telephone systems; call processing systems; interactive voice capabilities; voice mail offer systems

Class Codes: B6210D (Telephony); B6220 (Stations and equipment); B6210G (Electronic mail); D4070 (Telephone systems)

**13/5/16 (Item 9 from file: 2)**

DIALOG(R)File 2:INSPEC

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01184704 INSPEC Abstract Number: B70035675

**Title: Technological progress in telecommunication switching**

Author(s): Pollard, J.R.

Journal: Electronics and Power. Journal of the Institution of Electrical Engineers no.16 p.305-8

Publication Date: Aug. 1970 Country of Publication: UK

CODEN: ELPWAQ ISSN: 0013-5127

Language: English Document Type: Journal Paper (JP)

Abstract: Telecommunication switching systems allow people to intercommunicate-originally this was by talking over the **telephone**; now **data terminals** and **computers** require to be interconnected, and the **telephone call** itself has become more complex with the advent of national and international subscriber dialling. New features are intended to make the life of the telephone user easier and the system itself more effective. This article reviews the latest techniques which are being used in telecommunication switching systems. When the calling subscriber picks up his handset, the line circuit detects a change of state and signals the control equipment to expect the dialled or keyed signals which give the **identity** of the wanted subscriber. Control functions then organise tones, switching, ringing and metering when the call is answered.

Subfile: B

Descriptors: switching systems; telecommunication links; telephone switching equipment

Class Codes: B6230 (Switching centres and equipment)

**13/5/17 (Item 10 from file: 2)**

DIALOG(R)File 2:INSPEC

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0000796722 INSPEC Abstract Number: 1966B06429

**Title: Real time computers for telephone subscribers' charges**

Author(s): Treves, S.R.

Journal: Alta Frequenza 34 10 p.683-696

Publication Date: Oct. 1965 Country of Publication: Italy

Language: Italian Document Type: Journal Paper (JP)

Abstract: The problem of charging telephone subscribers can be solved by the installation in the existing electromechanical exchanges of a real time, stored-program, electronic **computer**. This telephone-specialized **computer** must be able to collect and store on punched tape **data** concerning the charging of each **telephone call**. The **information**, randomly originated in the cords of the switching exchange, is processed

with time-division multiplex technique by a centralized control circuit. Calling subscriber dialling digits, corresponding to the called subscriber number, are temporally stored in electronic registers located in the ferrite core memory of the control circuit; calling subscriber is recognized with an **identification** process using a 20 Kc/s signal. All these data are transferred in chronological order to an output perforator. An automatic accounting center is then charged, on the basis of binary messages recorded on punched tapes coming from the perforators of different exchanges, to establish a detailed bill for each subscriber.

Subfile: B C

Descriptors: **computer** applications; telephone equipment; automatic telephone systems; telephone traffic recording

Identifiers: **computers** digital -- applications; telephone apparatus; telephone systems -- automatic; telephony -- traffic recording

Class Codes: B6210D (Telephony); C5000 (Computer hardware); C7000 (Computer applications); C7400 (Engineering computing)

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**13/5/18 (Item 11 from file: 2)**

DIALOG(R)File 2:INSPEC

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0000637631 INSPEC Abstract Number: 1963B02315

**Title: Human factors engineering and research in telephone systems engineering**

Author(s): Karlin, J.E.

Journal: Institute of Radio Engineers Transactions on Education E-5 2 p.71-75

Publication Date: June 1962 Country of Publication: USA

Language: English Document Type: Journal Paper (JP)

Abstract: Discusses examples of the relation between human factors engineering and systems engineering. From a man-machine standpoint, a **telephone call** sequence could be considered to consist of three basic parts: (1) the input of the system including getting the **telephone number**; (2) storing this **information** in the physical system, or dialing; and (3) actual conversation. The hypothetical case is considered of a young recently enrolled graduate engineer given the job of trying to engineer a particular device in each of those three areas. It is shown that he becomes inevitably wrapped up in a systems approach and is forced into considering the human factor in considerable detail. The problems involved are discussed under the headings: dialing, transmission, number availability and "methodology" (how to set about studying such problems).

Subfile: B C

Descriptors: cybernetics; education

Identifiers: cybernetics; education

Class Codes: C3300 (Control applications); B0120 (Education and training)

Copyright 2004, IEE

**13/5/31 (Item 2 from file: 95)**

DIALOG(R)File 95:TEME-Technology & Management

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00615258 E92103336005

**Voice processing in computer supported telephony**

(Sprachverarbeitung beim rechnerunterstuetzten Fernsprechdienst)

Visbal, J

Octel Communications

Computer Supported Telephony: Applications, Market and Technology; IBC Technical Services, London, GB, 24th January 1992/1992

Document type: Conference paper Language: English

Record type: Abstract

ABSTRACT:

**Computer** Supported Telephony Applications (CSTA) are described by a variety of definitions. Most definitions refer to the merging of voice and data at a functional level, in other words, the merging of telephoning and computing. The classic CSTA example is the service centre, whereby incoming calls merge the calling line **identification** with a **computer** database and **information** on previous customer **contacts** is displayed on the **computer terminal** prior to answering the call. Voice processing applications are the engine of growth for CSTA. With the advent of voice information processing, which enables voice processing systems to offer: direct access to host **computers** for retrieval and dissemination of information in a verbal format, FAX applications, and sophisticated audiotex applications, in a single **telephone call**, the true definition of CSTA will be achieved.

DESCRIPTORS: TELEPHONE SERVICE; **COMPUTER** ASSISTANCE; SPEECH PROCESSING; COMMUNICATION SERVICES; TELEPHONE RESPONDER  
IDENTIFIERS: AUDIOTEXT; Fernsprehdienst; Sprachverarbeitung; Rechner

**13/5/32 (Item 1 from file: 56)**

DIALOG(R)File 56:Computer and Information Systems Abstracts  
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0000057193 IP ACCESSION NO: 0497182  
**Electronic message service: who provides? who pays?.**

Wormser, D A  
Assoc. Data Processing Serv. Org., Inc., Arlington, VA, USA

TELECOMMUN., v 17, n 3, p 64-69, 1983  
PUBLICATION DATE: 1983

DOCUMENT TYPE: Journal Article  
RECORD TYPE: Abstract  
LANGUAGE: English  
FILE SEGMENT: Computer & Information Systems Abstracts

ABSTRACT:

Electronic messages are becoming an important part of this country's communications system. There are two burning questions about electronic message services: who should provide them? who should pay for them? At first glance, the United States Postal Service seems to have the answers. The Postal Service offers E-COM, which stands for "Electronic **Computer** Originated Mail". E-COM is available to anyone who can record on magnetic tape (or some other electronic medium) his messages and the **names** and addresses of those he wants to reach and transmit the **information** over the **phone**. The E-COM user simply calls any of twenty-five serving post offices (SPO's) and plays the information for its **computer**. The **computer** then prints the messages, stuffs them into envelopes, and drops them into the first-class mail system for delivery. The Postal Service bills the user at the rate of 26¢ for a one-page message and 31¢ for a two-page message, although he will be billed for a minimum of two hundred messages. E-COM promises to deliver messages within two days of receiving that first **phone call**.

File 275:Gale Group Computer DB(TM) 1983-2007/May 10  
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          (c) 2007 CMP Media, LLC  
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          (c) 2006 IDG Communications  
 File 696:DIALOG Telecom. Newsletters 1995-2007/May 11  
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          (c) 2007 Reed Business Information Ltd.  
 File 810:Business Wire 1986-1999/Feb 28  
          (c) 1999 Business Wire  
 File 813:PR Newswire 1987-1999/Apr 30  
          (c) 1999 PR Newswire Association Inc

Set	Items	Description
S1	2101438	(CONTACT? ? OR ADDRESS OR DIRECTORY OR PHONE? ? OR TELEPHONE? ? OR YELLOW()PAGES)(5N)(BOOKMARK? ? OR BOOK()MARK? ? OR RECORD? ? OR LIST? ? OR DATA OR INFORMATION OR CONTENT OR ENTRY OR ENTRIES OR ITEM? ? OR METADATA)
S2	91838	S1(7N)(REQUEST? ? OR QUERY??? OR QUERIE? ? OR ACCESS??? OR DOWNLOAD??? OR FETCH???)
S3	337006	(PHONE OR TELEPHONE)()NUMBER? ?
S4	7294175	NAME? ? OR SURNAME? ? OR DESIGNATION? ? OR IDENTIFICATION? ? OR IDENTITY
S5	105610	(TELEPHONE OR PHONE)()CALL
S6	10439016	SERVER? ? OR WEBSERVER? ? OR NODE? ? OR COMPUTER? ? OR PC? ? OR WORKSTATION? ? OR WORK()STATION? ? OR TERMINAL? ?
S7	144	S2(50N)S3:S4(50N)S5(50N)S6
S8	87	RD (unique items)
S9	55	S8 NOT PY=1998:2007

9/3,K/1 (Item 1 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
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02013746 SUPPLIER NUMBER: 18872567 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Changing the way we do business.(Siemens Business Communications Systems  
Pres and CEO Karl Geng) (Company Business and Marketing)(Cover Story)**  
Buckle, Tom  
Communications News, v33, n11, p14(2)  
Nov, 1996  
DOCUMENT TYPE: Cover Story ISSN: 0010-3632 LANGUAGE: English  
RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 1492 LINE COUNT: 00124

... clicks on a 'call me' button on the web page and is prompted to enter **name**, **phone number**, and other pertinent **information**.  
"When the **query** hits the company's web **server**, the system signals the 'media blending' application that a transaction is waiting. Advanced call-routing...

...by linking the customer's Internet ID with the company's database.  
The customer's **identity** may also influence the priority status and destination of the request, as in the case of a **telephone call**, Geng says. When the appropriate agent is available, the media blending application instructs the web **server** to send the agent's electronic business card, so that the customer knows in advance...

...determining if vendor solutions are appropriate to media blending environments.  
The first requirement is a **server** architecture that connects a variety of functionally distributed servers, including the PBX and its internal...

9/3,K/2 (Item 2 from file: 275)  
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01998864 SUPPLIER NUMBER: 18778391 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**New directions for CTI: the Web and beyond. (merging telephony and Web)  
(Technology Information)**  
Fiszer, Max M.  
Telecommunications, v30, n10, p39(2)  
Oct, 1996  
ISSN: 0278-4831 LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 1874 LINE COUNT: 00154

... on a "c all me" button on the web page and is prompted to enter **name**, **phone number**, and any other pertinent **information**.  
When the **query** hits the company's web **server**, the system signals the media-blending application that a transaction is waiting. Advanced call-routing...

...by linking the customer's Internet ID with the company's database. The customer's **identity** may also influence the priority status and destination of the request, as in the case of a **telephone call**.  
When an appropriate agent is available, the media-blending application instructs the web **server** to send the agent's electronic business card so the customer knows in advance the **identity** of the agent. The application then places a call to the customer via a CTI...

...architecture that connects a variety of functionally distributed sellers, including the PBX and its internal **server** functions, to the affected networks (public, Internet, and so on). Of equal importance is a  
...



9/3,K/3 (Item 3 from file: 275)  
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01979732 SUPPLIER NUMBER: 18665640 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Computer telephony integration. (includes procedure table for phasing in CTI) (Network VAR Solutions) (Technology Information)**  
Giles, Roosevelt  
Network VAR, v4, n9, p34(7)  
Sep, 1996  
ISSN: 1082-8818 LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 5192 LINE COUNT: 00448

... travels only between the PBX and the telephones, not between the PBX and the telephony **server** . Because the PBX--not the LAN--manages telephone conversations, NetWare Telephony Services uses very little...

...is the only network telephony API based on the de facto international call processing standard, **Computer** Supported Telecommunications Applications (CSTA). Applications based on TSAPI give you the freedom to use solutions...

...Microsoft's Telephony Application Programming Interface (TAPI) provides a first-party connection that allows a **PC** to control phone lines attached to that **PC** . Client-based CTI is limited in that it generally offers only first-party call control, in which control extends to just one phone. Once a **telephone call** is transferred, control over it is lost.

The objective of TAPI is to provide personal telephony to the windows 95 and NT platforms. The upcoming releases of the windows NT **Server** version 4.0 and windows NT **Workstation** version 4.0 operating systems will include TAPI 2.0, making windows NT the first high-performance, client-**server** operating system with a native, open telephony interface. Microsoft's impending release of TAPI 2...

...the issue of first-party control vs. third-party control (and client-based CTI vs. **server** --based CTI) moot.

WHAT IS TAPI?

TAPI is used to communicate via telephones. TAPI gives users the following capabilities:

- \* Direct connections to a telephone network
- \* Automatic **phone** dialing
- \* Transmission of **data** (files, faxes, and electronic mail)
- \* **Access** to data (news and information services)
- \* Conference calling
- \* Voice mail
- \* Caller **identification**
- \* Control of a remote **computer**
- \* Collaborative computing over telephone lines.

Windows telephony is composed of the windows telephony DLL and...

9/3,K/4 (Item 4 from file: 275)  
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01960022 SUPPLIER NUMBER: 18481436 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Dialing for help. (guide to designing an internal help desk) (includes related articles on supporting outside customers, automating help desks online) (Industry Trend or Event)**  
Levine, Ron  
LAN Magazine, v11, n8, p75(4)  
August, 1996  
ISSN: 1069-5621 LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 3615 LINE COUNT: 00290

... to access--if it isn't, users will bypass it. Users should be able to **access** the help desk with a single **telephone call**. After the usual logging **data** (**name**, location, **computer type**, and software used), the caller should be able to describe the problem and be

**9/3,K/5 (Item 5 from file: 275)**

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01759416 SUPPLIER NUMBER: 16684023 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Making the Internet connection.(includes related articles on quick tips for connecting, humor on Internet, access suggestions/vendors for various types of users)**

Engst, Adam C.

MacUser, v11, n5, p66(8)

May, 1995

ISSN: 0884-0997

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 5180

LINE COUNT: 00414

... consultant to help him bring in a high-speed dedicated Internet connection and an Internet **server**, probably running UNIX for best performance, or if he wants to contract with one of...

...many companies offering Internet presence. These Internet-presence companies already have high-speed connections, UNIX **servers**, expertise in creating graphical catalogs for the world wide web, and experience with handling on...

...web: <http://www.commerce.net/directories/consultants/consultants.html>. internet providers/the net is a **phone call** away Internet service providers offer you access to your account via a local **telephone number**, saving you long-distance charges. Some providers offer regional and/or national access, via local numbers in several area codes. Here is an abbreviated **list** of providers. The **phone numbers** are for voice **access**, not dial-up. This list is not complete, and a mention here does not constitute...

**9/3,K/6 (Item 6 from file: 275)**

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01710139 SUPPLIER NUMBER: 16279164 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Full Contact: keeping in touch made easier. (PIM software version 2.0 from FIT Software) (Software Review) (Evaluation) (Brief Article)**

Nadile, Lisa

Computer Shopper, v14, n11, p517(1)

Nov, 1994

DOCUMENT TYPE: Brief Article

ISSN: 0886-0556

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 367

LINE COUNT: 00029

... access through floating button bars that stay on your desktop. The button bars give you **access** to your **lists of contacts**. Each **entry** in what Full **Contact** calls a "SuperList" begins with a bullet that calls up a Detail Entry window when...

...links among SuperLists. For example, to link a contact to a company, you drag the **name** onto the company **name**. The company will appear in the contact's Detail Entry window as an icon with...

...entry window, with a link field of its own showing your other contacts,

scheduled activities, **phone numbers**, and notes. Links are dynamic, so they're updated simultaneously. In addition, you can import...

...involved.

An AutoDialer feature makes phone calls and sends faxes. A separate module called Quick **Phone Call** Entry stores conversation notes. A basic word processor is convenient for letter and fax writing. Finally, a ComLink module with **terminal** emulation gives you modest online access.

Full Contact isn't difficult to use and will...

**9/3,K/7 (Item 7 from file: 275)**

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01681582 SUPPLIER NUMBER: 15372882 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Computer Telephony Expo '94's rich switch-to-host yield. (Open Application Interface) (An OAI Focus) (Product Announcement)**

Leibowitz, Ed

Teleconnect, v12, n5, p28(4)

May, 1994

DOCUMENT TYPE: Product Announcement ISSN: 0740-9354 LANGUAGE:  
ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 1746 LINE COUNT: 00142

... books to store remote names and mailboxes. Via point-and-click ministrations, users can cull **names** in the address books for a distribution list. They then summon OneView's fax broadcasting...

...a LAN communications server. 408-944-0250.

\* Edify's Revolutionary E-Mail Access. Also at **Computer Telephony Expo '94**, Edify Corporation (Santa Clara, CA) demonstrated the first application to extend interactive...

...and other leading offerings.

This winning E-mail/IVR combination provides remote users with effortless **access** to E-mail messages and database **information** from a single **telephone call**. Edify supports **access** to all top host, **PC**, and client **server** databases, among them Oracle, SyBase, DB2 and BTRIEVE.

Edify has geared the new application to the growing population of mobile users who traditionally had to lug around **PCs** or make due with proprietary offerings from a handful of E-mail vendors. Edify's...

...mere single function electronic mail access system, the Edify application lets users remotely tap into **information** about messages over a touchtone **phone**, and **request** that these messages be spoken or faxed.

They can select the type of messages they...

...urgent" or "authorized," and place a header bearing the time and date, topic, and their **name**, spoken directly over the phone. These messages may then be focused or faxed. Information can...

...info gives you all the requisite flexibility you need over the course of a single **telephone call**.

Edify's Electronic workforce, the foundation upon which this applicator is based, furnishes a brawny...

**9/3,K/8 (Item 8 from file: 275)**

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01524211 SUPPLIER NUMBER: 12324006 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Information communication systems for laboratory testing.**

Kung, Mabel T.; Kung, David S.

Journal of Systems Management, v43, n6, p10(4)

June, 1992

ISSN: 0022-4839

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 2804

LINE COUNT: 00229

... still in progress. Clients have the option of obtaining test results by accession number, last **name** or partial last **name** inquiry. Patient test results are displayed with the appropriate age and sex-related normal values...

...test results can be transferred directly to the printer or to the screen of a **terminal**. For the personal computing environment, results are downloaded to the user's choice of hard...

...management.

\* Simple installation to multiple interfaces. NICOMM is accessible through a standard telephone hookup to **terminal** /printer, personal **computer** or selected laboratory **information** systems. Dedicated **phone** lines are not required to **access** NICOMM. A local **telephone** **call** connects the client directly to the laboratory information network, where ready access is available seven...

**9/3,K/9 (Item 9 from file: 275)**

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01443460 SUPPLIER NUMBER: 11099367 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Voice processing: Octel Communications signs co-marketing agreement with Wesson, Taylor, Wells & Associates.**

EDGE, on & about AT&T, v6, n158, p20(1)

August 5, 1991

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 538

LINE COUNT: 00047

... these factors have contributed to WTW's growth which has twice resulted in WTW being **name** to Inc. magazine's list of the 500 Fastest Growing Companies in the United States...

...CORP. Octel Communications Corp. designs, manufactures and markets a complete line of voice information processing **servers** and software. These systems solve a range of communication problems by allowing callers to **access** multiple information sources -- voice, image and **data** -- during a single touch tone **telephone** **call**.

The **servers** are sold in North America, Europe and the Pacific Rim. Founded in 1982, Octel is...

**9/3,K/10 (Item 10 from file: 275)**

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01431790 SUPPLIER NUMBER: 10768163 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Switch-to-host extravaganza. (includes related articles on development trends at various companies) (buyers guide)**

Teleconnect, v9, n5, p63(11)

May, 1991

DOCUMENT TYPE: buyers guide

ISSN: 0740-9354

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 6459

LINE COUNT: 00576

... keypads; the database can respond by speaking information, faxing documents or transmitting data to another **computer**.

The software employs an open architecture design on a standard **PC**. The resulting applications can be geared towards taking reservations,

recording orders and other customer service...

...370 hosts

Product Overview: The environment is a call center with agents operating on a PC-based LAN running host applications using 3270 emulation.

The ANI/3270 application is a background program running in the PC. It will recognize an incoming call, identify the calling party using ANI and cross-reference the ANI **phone number** to a customer number in the customer database on the file **server**. It then will flip to the 3270 emulation session and execute the customer inquiry **request**.

The customer's **phone call** and his **data** inquiry screen are sent simultaneously, and automatically, to the agent's desktop. The entire operation...

...Programs (CAS+ as example)

Compatible PBXs/ACDs: Redcom Modular Switching Peripheral

Compatible Hosts: Any Tandem **computer** running on the Guardian operating system and IBM-compatible **PCs**

Product Overview: infoquote encompasses a wide variety of program modules for the Tandem minicomputer and...

**9/3,K/11 (Item 11 from file: 275)**

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01293841 SUPPLIER NUMBER: 07184032 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**ANI leads the way. (primary rate interface technology for ISDN products)**

Johnson, Julie

Telephony, v216, n15, p32(4)

April 10, 1989

ISSN: 0040-2656

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 1973 LINE COUNT: 00157

... minicomputer technology.

The product handles relatively low-volume applications. Calls are received, preceded by caller **identification** digits and the Dialed Number **Identification** Service, which identifies the original 800 number dialed as well as the calling party's number. By automatically cross-referencing this caller **phone number** with local distributor locations, the phone representative can **access** a screen of dealer locator **data** along with the **telephone call**.

Transtech is now testing a dealer locator service integrated with automated speech response. The system sorts through a database and responds with a **computer** voice. This service should be available to one Transtech customer in July.

One of Transtech...

**9/3,K/12 (Item 12 from file: 275)**

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01289177 SUPPLIER NUMBER: 07140542 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Remote-access software prevents unauthorized entry into files.**

Batterson, David

PC Week, v6, n11, p130(1)

March 20, 1989

ISSN: 0740-1604

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 418 LINE COUNT: 00034

... explained.

A call-back feature allows the host to call back the caller at a **phone number** that can be either predetermined or provided by the user at

log-in time.

"This lets long-distance callers have the **phone call** charged to the host **computer** and also provides an additional level of security," said Rudolph.

CO/Session offers "multiple security features, including passwords, dial-back, **data** encryption and file transfer/ **directory access**," according to James Mulholland, Triton's director of marketing. Mulholland pointed out that users can...

**9/3,K/13 (Item 13 from file: 275)**

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01178422 SUPPLIER NUMBER: 04427349 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Electronic mail products.**

Communications News, v23, p40(7)  
Sept, 1986

LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 5283 LINE COUNT: 00438

... documents and data. The system consists of a Canon laser-printer/copier system, an IBM PC AT and a controller. The integrated software/ hardware system creates, stores, retrieves, edits, prints, duplicates, transmits and receives graphic materials, photographs and text, supporting up to 15 local **terminals** and exchanging information with up to 32 multiple destinations with one command. Use card or...card or write IBCS, 247 Mill Street, Greenwich, Connecticut 06830.

BUYER'S GUIDE to Wizard **Computer** products includes descriptions of such products as Wizard Mail, an E-mail system that allows messages to be sent to one or several persons by **name**; Wizard Talk, a hardware/software enhancement to Wizard Mail that allows messages to be read over the telephone by the **computer**; and Wizard Link, which allows Wizard Mail to be connected to Western Union's EasyLink system. Use card or write Wizard **Computer** Products, Post Office Box 1867, Greenville, South Carolina 29602.

MESSAGING SYSTEM called Quik-Comm System is **accessed** via a **telephone call** to the local GE **Information Services access** point or Public Data Network. Different types of asynchronous devices, word processors, personal **computers** and portable **terminals** can be used to send or receive messages via the Quik-Comm system. Use card...

...architectures. The product line allows users in multi-vendor offices to transparently link word processors, **PCs**, public and private E-mail systems and office systems from IBM, Wang, DEC and other...

**9/3,K/14 (Item 1 from file: 621)**

DIALOG(R)File 621:Gale Group New Prod.Annou.(R)  
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01452338 Supplier Number: 46884349 (USE FORMAT 007 FOR FULLTEXT)  
**See the Latest in Speech Recognition & Remote Data Access with Crystal Info at Fall Comdex'96; Visit Dragon Systems & Seagate Software at the Sands Convention Center M570/M574.**

Business Wire, p11120190

Nov 12, 1996

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 380

... COMDEX Fall, it will partner with Dragon Systems, Inc. to demonstrate Dragon's world leading **PC** speech recognition technology with Seagate Software's Crystal Info.

Future versions of Crystal Info, an enterprise reporting and analysis system, will incorporate Dragon PhoneQuery allowing users **access** to

corporate **information** over the **phone** . Hear for the first time how sales numbers, financial information or production statistics are only a **phone call** away.

Dragon Systems, Inc. of Newton, MA is a premier worldwide supplier of **PC** speech recognition that offers a full line of multilingual speech technology and products for end...

...Group of Vancouver, BC, a wholly-owned subsidiary of Seagate Technology, Inc., develops leading client/ **server** database reporting tools Crystal Reports and Crystal Info.

FLASH: See more Crystal Info on display at COMDEX. Seagate Software's future version of Crystal Info, code- **named** REDBACK, features Crystal Info WebAccess for data access and analysis through a web browser and...

**9/3,K/15 (Item 2 from file: 621)**

DIALOG(R)File 621:Gale Group New Prod.Annou.(R)

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01340129 Supplier Number: 46093611 (USE FORMAT 007 FOR FULLTEXT)

**Computer Concepts announces major step in its Internet Directory Assistance (IDA) System.**

Business Wire, p01261231

Jan 26, 1996

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 425

**Computer** Concepts' patented d.b.Express(TM) indexing and graphical user interface will allow for instantaneous direct access by **name** or subject matter to registered on-line service addresses as opposed to the usage of...

...of the nation's largest long distance carriers, d.b.Express has the ability to **access** millions of **telephone call records** with instantaneous response, and will be able to do the same with its Internet Directory Assistance database.

**Computer** Concepts believes that its patented d.b.Express technology, with bit-mapped indexes and integral...

**9/3,K/16 (Item 3 from file: 621)**

DIALOG(R)File 621:Gale Group New Prod.Annou.(R)

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01323078 Supplier Number: 45952166 (USE FORMAT 007 FOR FULLTEXT)

**Computer Concepts Corp. responds to Dow Jones Article.**

Business Wire, p11211123

Nov 21, 1995

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 456

... of user groups, and will use Internet advertising capabilities as well as traditional advertising methods.

**Computer** Concepts' patented d.b.Express(TM) indexing and graphical user interface will allow for instantaneous direct access by **name** or subject matter to registered on-line service addresses as opposed to the usage of...

...of the nation's largest long distance carriers, d.b.Express has the ability to **access** millions of **telephone call records** with instantaneous response, and will be able to do the same with its Internet Directory Assistance database.

**Computer** Concepts believes that its patented d.b.Express technology, with bit-mapped indexes and integral...

**9/3,K/17 (Item 4 from file: 621)**

DIALOG(R)File 621:Gale Group New Prod.Annou.(R)  
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01322585 Supplier Number: 45946887 (USE FORMAT 007 FOR FULLTEXT)  
**Computer Concepts Corp. responds to Internet Directory Assistance (IDA(TM) inquiries.**

Business Wire, p11201131

Nov 20, 1995

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 457

... of user groups, and will use Internet advertising capabilities as well as traditional advertising methods.

**Computer Concepts'** patented d.b.Express(TM) indexing and graphical user interface will allow for instantaneous direct access by **name** or subject matter to registered on-line service addresses as opposed to the usage of...

...of the nation's largest long distance carriers, d.b.Express has the ability to **access** millions of **telephone call records** with instantaneous response, and will be able to do the same with its Internet Directory Assistance database.

**Computer Concepts** believes that its patented d.b.Express technology, with bit-mapped indexes and integral...

**9/3,K/18 (Item 5 from file: 621)**

DIALOG(R)File 621:Gale Group New Prod.Annou.(R)  
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01321895 Supplier Number: 45941789 (USE FORMAT 007 FOR FULLTEXT)  
**Computer Concepts announces Internet Directory Assistance (IDA).**

Business Wire, p11161077

Nov 16, 1995

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 521

... that allows users to obtain all the online service addresses, by subject matter and/or **name**, for an individual or business (i.e. Compuserve, Prodigy, AT&T Business Network, AOL, MSN...

...very similar to the directory assistance or "411" service currently provided by the telephone companies. **Computer Concepts Corp.** is utilizing its patented database indexing and graphical selection technology, d.b.Express...

...task, saving time, money, and effort.

The latest version of d.b.Express provides instant **access** to millions of **telephone call records**. Along with its use in the telephone market, d.b. Express' capabilities can be utilized...

...productive usage of the net.

Within 90 days, users will be able to register their **address information**, **accessing** interactive forms from Computer Concepts' web site. The forms are standard HTML pages and can...

**9/3,K/19 (Item 6 from file: 621)**

DIALOG(R)File 621:Gale Group New Prod.Annou.(R)  
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01169955 Supplier Number: 42252444 (USE FORMAT 007 FOR FULLTEXT)  
**OCTEL COMMUNICATIONS SIGNS CO-MARRETING AGREEMENT WITH WESSON, TAYLOR,  
WELLS & ASSOCIATES**

News Release, p1

July 31, 1991

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 556

... these factors have  
contributed to WTW's growth which has twice resulted in WTW being  
**named**  
to Inc. magazine's list of the 500 Fastest Growing Companies in  
the United States...

...Communications Corporation (NASD: OCTL) designs, manufactures  
and markets a complete line of voice information processing **servers**  
and software. These systems solve a range of communication problems  
by allowing callers to **access** multiple information sources -- voice,  
image and **data** -- during a single touch tone **telephone call**. The  
**servers** are sold in North America, Europe and the Pacific Rim.  
Founded in 1982, Octel is...

**9/3,K/20 (Item 1 from file: 636)**  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
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02673029 Supplier Number: 45419431 (USE FORMAT 7 FOR FULLTEXT)  
**DIGITAL TO PROVIDE NETWORK AND SYSTEM SOLUTION FOR IRISH POSTAL SYSTEM**

M2 Presswire, pN/A

March 23, 1995

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 406

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...to read these bar codes. The data from the scanners will then be  
transferred to **PCS**. The postal data from the 80 distribution centres will  
be updated on an Oracle database...

...McKenna, IT manager. "PATHWORKS WAN Access gives us substantial  
savings," explained Quill. "All of our **PCS** have full access to the X.25  
network; however, we only have to pay for one X.25 connection to each  
location." "The Alpha **server** offered the best price-performance ratio,"  
added McKenna. "Digital **PCS** also offer good value, so it made sense to go  
with a single vendor for our hardware and networking software. If anything  
does go wrong anywhere in the system, one **phone call** to Digital Field  
Service will get it fixed." Note to editors: The text of this...

...news network. NEWSdesk also includes further information on Digital in  
the UK and Europe. For **access information**, please **telephone** NEWSdesk  
on 0800 515642 CONTACT: Peter Black/Victoria Gilbey, Shandwick  
Communications Ltd Tel: +44 171...

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**9/3,K/21 (Item 2 from file: 636)**  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
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02660180 Supplier Number: 45389902 (USE FORMAT 7 FOR FULLTEXT)

# **Symantec Offers Free Telephony Add-In For Act! 03/08/95**

Newsbytes, pN/A

March 8, 1995

Language: English Record Type: Fulltext

Document Type: Newswire; General Trade

Word Count: 595

... TAPI call functions are executed from this dialog box. In telephone service areas with "caller **identification**," Caller ID can be utilized to automatically access the caller's Act! record and display it on the **computer** screen.

Throughout the call, Act! users have full **access** to their **contact records** including "notes," "history," and "activities." Users can place a call simply by clicking on the "Phone" button from the Act! toolbar, which displays the Call dialog box. All available **phone numbers** for that record are displayed in the call box.

The Call dialog box supports several...

...line are accomplished by clicking the "transfer" or "forward" button and then typing the destination **phone number**.

Multiple modes of calling are supporting, including "busy," "all calls," "no answer," and "busy/no answer." The software allows users to pick up a **phone call** from any headset -- whether it's a call on hold, or a call not yet...

**9/3,K/22 (Item 3 from file: 636)**

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2007 The Gale Group. All rts. reserv.

01715070 Supplier Number: 42780964 (USE FORMAT 7 FOR FULLTEXT)

## **ROCKWELL TO INTRODUCE ACD THAT TIES TO MULTIPLE COMPUTERS**

Telecommunications Alert, v9, n40, pN/A

Feb 27, 1992

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 132

... Dallas.

The new Rockwell product lets call center managers automate host applications and use caller **identification** information to access data on **computers** from DEC, IBM, Tandem, Unisys and other vendors.

Most call center systems can access only one **computer** system during a single **phone call**, but the Rockwell unit will be able to **access** several systems simultaneously. The **Contact** Gateway II routes voice and **data** through Rockwell's Galaxy line of automatic call distributors to call center agents. -- Communications Week...

**9/3,K/23 (Item 4 from file: 636)**

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

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01390804 Supplier Number: 41771896 (USE FORMAT 7 FOR FULLTEXT)

## **DEC FILLS OPEN SYSTEMS GAPS; PHASE V STILL A NO-SHOW**

DataTrends Report on DEC & IBM, v11, n1, pN/A

Jan, 1991

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 613

... problems that affect message delivery performance. The monitor is a component of the Enterprise Messaging **Server** and sells for \$50,000.

MAILbus Data Collector software collects information about each message on...

...entry in the corporate distributed directory. It costs \$50,000.

A new version of CIT **Server** for VMS (Version 2.1) provides an Automatic Call Distribution Queue Monitoring feature that lets applications monitor incoming/outgoing **telephone call** status. The new software also supports Automatic Number **Identification** and Dialed Number **Identification** Service. CIT uses this information to identify the caller and reason for the call, and...

**9/3,K/24 (Item 5 from file: 636)**

DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
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01258273 Supplier Number: 41341898 (USE FORMAT 7 FOR FULLTEXT)  
**CALLPATH: CALLPATH SERVICES ARCHITECTURE AND CALLPATH/400 SPECIFICATIONS - APPLICATION CAPABILITIES/EXAMPLES IBM FACT SHEET**  
EDGE, on & about AT&T, v5, n95, pN/A  
May 21, 1990  
Language: English Record Type: Fulltext  
Document Type: Newsletter; Trade  
Word Count: 1412

... needing further assistance can request to be transferred to a service representative. Using dialed number **identification** services (DNIS) and direct inward dialing (DID) the application can provide the service representative with...

...of service the caller requested. Thus, the caller does not repeat information such as business **name**, location, order number, etc., or identify the service requested, such as order processing or account...

...the database and automatically dial the customer's number. If the line is busy, the **computer** places the customer's number in a queue to be called back later. If the customer answers, the agent has immediate **access to information** relevant to a productive, personalized **telephone call**, such as payment owed, follow-up date, and geographic location.

Hotel Industry:  
Guest Services  
When...

...guest information is displayed. This allows the hostess to answer using the guest's **name**, and to have access to personal data such as preference for non-smoking or dietary...

...furnished to make the ensuing calls more effective. Using CallPath/400, the application implements **computer**-assisted dialing. The fund-raiser logs each promised pledge or enters other comments as appropriate...

**9/3,K/25 (Item 6 from file: 636)**

DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2007 The Gale Group. All rts. reserv.

01023453 Supplier Number: 40400724 (USE FORMAT 7 FOR FULLTEXT)  
**"NEW CONCEPT" IN NETWORK SERVICES FOR FINANCIAL SECTOR**  
Electronic Banking & Finance, v5, n4, pN/A  
June, 1988  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 488

... service is based on a nationwide, local call access X.25 network for videotex and **PC terminals**. X.25 is the **name** of the European standard for **telephone data** networks. Electronic Arcade offers its

users **access** to a variety of service providers catering for the differing needs of the financial services...

...services via Fastrak is free of charge; the user organization only pays for the local **telephone** call which connects it to the network. When a customer is using Fastrak to access the...

9/3,K/26 (Item 1 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2007 The Gale Group. All rts. reserv.

05261047 Supplier Number: 48016657 (USE FORMAT 7 FOR FULLTEXT)

**WRITING CT SOFTWARE FOR DIGITAL TELEPHONE NETWORKS**

McConnell, Brian

Computer Telephony, p153

Oct, 1997

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 2447

... is clearer than on an analog line, where noise and attenuation will creep into a **phone** call.

while the marginal increase in call quality is a nice bonus, there are several other...

...Line ID or CLID) is often a standard feature on digital lines.

Incoming Dialed Number **Identification** Service (DNIS) identifies which number was dialed (like DID trunks).

Caller ID and DNIS, perfect together. One of the reasons most often cited by developers for going digital is simultaneous **access** to Caller ID and DNIS / DID **information**. On analog circuits, the **phone** company will typically only provide one or the other, but not both.

Higher density. You...

...per expansion slot. This is a significant difference; if you're interested in building CT **servers** for larger offices or call volumes, going digital is a smart move.

Instant call progress...

9/3,K/27 (Item 2 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)  
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04969028 Supplier Number: 47300840 (USE FORMAT 7 FOR FULLTEXT)

**Messaging's Next Blockbuster Hit**

Cox, Nancy

Network Computing, p047

April 15, 1997

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 5952

... in the directory by the administrator. We were able to search the proprietary directory by **name** or pattern, but were denied access to outside directories. The system offers built-in directory...

...the requisition form, which is perfect for sending routine office supply orders. Other forms include **phone** call, **request** for **information**, and picture.

Remote users can configure their interaction with the local **server** to specify the message size to be downloaded, conferences to be replicated, address books and...

...Protocol (SMTP), POP3 and the Internet. The system requires gateways even to access other FirstClass **servers** . Native SMTP/Multipurpose Internet Mail Extension (MIME) support, like that provided by the other systems...

**9/3,K/28 (Item 3 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)  
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04813957 Supplier Number: 47082503 (USE FORMAT 7 FOR FULLTEXT)

**JAVA TELEPHONY API BOLSTERS SUN'S RESOLVE**

Margulies, Ed

Computer Telephony, p150

Feb, 1997

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 2072

... Package. The Private Data Package lets apps communicate provider-specific data to the telephony subsystem.

**Terminal** Set Management Package. The Terminal Set Management Package lets apps control the physical features of...

...can transfer a call or set up a call forwarding feature for a particular telephone **number** . Two capabilities are defined: static and dynamic. Static capabilities indicate a particular implementation of an...

...from a phone line. Your app can set and get the media format of the **data** associated with **telephone** calls, **query** for available media streams, and obtain both input and output media channels of a telephone...

...this case, the call model describes telephony entities. These objects fit together to represent a **telephone call** . The Core API objects are: Provider Object, Call Object, Connection Object, Terminal Connection Object, Terminal...the telephony subsystem in a device-independent manner.

Call Object. The Call object represents a **telephone call** , the information flowing between the service provider and the call participants. A **telephone call** comprises a Call object and zero or more connections. In a two-party call scenario, a **telephone call** has one Call object and two connections. A conference call is three or more connections associated with one Call Object.

Address Object. The Address object represents a **telephone number** . It is an abstraction for the logical endpoint of a **phone call**. This is distinct from a physical endpoint, because one address may correspond to several...

...Call Model figure), signals a Terminal when there is an incoming call and monitors the **Terminal** 's activity during the process of a call. This object also communicates with the Connection...

**9/3,K/29 (Item 4 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)  
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04654164 Supplier Number: 46846878 (USE FORMAT 7 FOR FULLTEXT)

**Changing the way we do business**

Communications News, p14

Nov, 1996

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1250

... clicks on a 'call me' button on the Web page and is prompted to enter **name** , **phone number** , and other pertinent **information** .

'when the **query** hits the company's web **server** , the system signals the 'media blending' application that a transaction is waiting. Advanced call-routing...

...by linking the customer's Internet ID with the company's database.

The customer's **identity** may also influence the priority status and destination of the request, as in the case of a **telephone call** , Geng says. When the appropriate agent is available, the media blending application instructs the web **server** to send the agent's electronic business card, so that the customer knows in advance...

...determining if vendor solutions are appropriate to media blending environments.

The first requirement is a **server** architecture that connects a variety of functionally distributed servers, including the PBX and its internal...

**9/3,K/30 (Item 5 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)  
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03844826 Supplier Number: 45504938 (USE FORMAT 7 FOR FULLTEXT)

**Pricing Home Banking: It's "Fee-For-All**

Bank Technology News, p1

May, 1995

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1860

... NE-based Information Technology Inc., stores all of a customer's account relationships under one **name** and address file, according to Spicer. Normally, customers information is stored in different systems throughout difficult for a bank to allow its customers to **access** all their account **information** via a single **telephone call** or **PC** inquiry, she notes.

Chase, for its part, spent one year linking the different systems of

...

**9/3,K/31 (Item 6 from file: 16)**

DIALOG(R)File 16:Gale Group PROMT(R)  
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02135962 Supplier Number: 42772146 (USE FORMAT 7 FOR FULLTEXT)

**Rockwell Call-Center System to Broaden Data Access**

CommunicationsWeek, p37

Feb 24, 1992

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 515

... is noteworthy because it lets call-center managers automate existing host applications and use caller **identification** information to access data residing on a variety of **computers** , including those of Digital Equipment Corp., IBM, Tandem **Computers** Inc. and Unisys Corp.

Typical call-center transactions let a single **telephone call** **access** **data** from a single vendor's **computer** , said Byron Battles, an analyst with The Aries Group MPSG, a market research firm in Rockville, Md. CGII consists of software developed by Rockwell and runs on a Tandem CLX **computer** . The package is designed to route both voice and data through Rockwell's Galaxy line...

...calls, most commonly for customer service and telemarketing operations.

CGII can use information from host **computers** , a voice-response unit (VRU) or the public network (using automatic number **identification** or

dialed-number **identification** ) to either route a call and appropriate data about the caller to an agent or...

...minimizes the need to alter their existing applications and makes the links between the switch- **computer** interface and existing applications easier to accomplish," Battles said. "This would be for high-volume...

...repeat information already input to the VRU. CGII can also combine data pulled from multiple **computers** , providing more-detailed information than other switch-to-host applications available, said Craig Shambaugh, sales...

**9/3,K/32 (Item 1 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB  
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08854356 SUPPLIER NUMBER: 16077431

**Making the virtual office a reality. (includes related articles) (Cover Story)**

Greengard, Samuel  
Personnel Journal, v73, n9, p66(11)  
Sep, 1994

DOCUMENT TYPE: Cover Story ISSN: 0031-5745 LANGUAGE: English  
RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 5884 LINE COUNT: 00465

... to reduce real-estate space by nearly 55%, while increasing the ratio of employees to **workstations** from 4-to-1 to almost 10-to-1. More importantly, it has allowed the...

...mobile workers link from cars, home offices, hotels, even airplanes. Virtual workers are only a **phone call** away. To be certain, telephony has become a powerful driver in the virtual-office boom...

...throughout the United States and beyond. A sophisticated E-mail system allows employees anywhere to **access** a central bulletin board and **data** base via a toll-free **phone number** . Using Macintosh Powerbook **computers** and modems, they tap into electronic versions of The Associated Press, Reuters and The Wall...

**9/3,K/33 (Item 2 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB  
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07744010 SUPPLIER NUMBER: 16621379 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**SYMANTEC ANNOUNCES TAPI TECHNOLOGY ADD-IN FOR ACT! FOR WINDOWS; ACT! ADDS TELEPHONE INTEGRATION**

PR Newswire, p0306SJ001  
March 6, 1995

LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 758 LINE COUNT: 00062

... Call dialog box where all TAPI call functions are executed. In areas where available, Caller- **Identification** can be utilized to automatically access the caller's ACT! record and display it on the **computer** screen. During the call, users have full **access** to their **contact records** including Notes, History and Activities. To place a call, the user simply clicks on the "Phone" button from the ACT! toolbar which displays the Call dialog box. All available **phone numbers** for that record are then displayed in the box.

Several call options are available through...

...is accomplished by simply clicking the "transfer" or "forward" button and then typing the destination **phone number** . ACT! supports multiple

modes of calls including busy, all calls, no answer and busy/no answer. Users can pick up a **phone call** from any phone if the call is parked as well as any extension that is...

**9/3,K/34 (Item 3 from file: 148)**  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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07550283 SUPPLIER NUMBER: 15748985 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Computer-telephony integration - the golden link. (includes related article on computer-telephony applications)**

Fischer, Max

Telemarketing, v13, n3, p58(4)

Sept, 1994

ISSN: 0730-6156

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 2045

LINE COUNT: 00165

... most acceptance of CTI. Interactive voice response products can offer large benefits when coupled with **computer** applications. As much as 70 percent of a call center's workload can be off...

...Using automatic number identification (ANI), the system immediately delivers customer information to an agent's **PC terminal** before the call is transferred so the agent doesn't need to ask for basic...

...to be transferred to a supervisor.

The data screen is transferred to the supervisor's **terminal** just prior to the transfer of the call. The supervisor dispenses with the repetitive **identification** process, is already aware of the customer concern and can take the wind out of...

...delinquent account file is provided to an agent or to a predictive dialer. When a **name** is selected, a data screen with relevant information is presented to the agent.

At its simplest level, a **telephone call** may be placed by pointing and clicking on a **telephone number** on a screen. This is preview dialing. The effectiveness can be increased by having the...

**9/3,K/35 (Item 4 from file: 148)**  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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07302759 SUPPLIER NUMBER: 15523593 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Software buyers' guide. (Buyers Guide)**

Purchasing, v116, n8, p41(5)

May 19, 1994

DOCUMENT TYPE: Buyers Guide

ISSN: 0033-4448

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 6047

LINE COUNT: 00519

... an Import/Export utility allows transfer of data to and from any mainframe, mini, or **PC**. Tel: (502) 423-8963; Fax: (502) 426-5463.

CACI. SACONC-FEDERAL uses interactive menu-driven prompts to assist buyers and contract specialists in requirements analysis, source **identification**, solicitation preparation, bid evaluation, ...or complex end items to monitor and resolve production schedule issues. The supplier makes a **phone call** and is prompted to directly input W.I.P. quantities and Promise Dates using the...

...keypad (a rotary phone capability is also provided). No modem is required. The buyer can **access** the analyzed **information** from the program using the **phone** and touchtone commands to select either voice or faxback reports. Remote fax number can be...



...at each milestone, Comparison of the supplier's Promise Date status against the leadtime, and **Identification** of errors in W.I.P reporting.  
Tel: (519) 273-6413; Fax: (519) 273-6452...

...distribute office supplies and capital purchases from a central in-house location, available in both **PC** and LAN versions. The supplier database contains all the necessary supplier information to generate quotations...

**9/3,K/36 (Item 5 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB  
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06220311 SUPPLIER NUMBER: 13836740 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Climb on the innovation wagon. (technological innovations in the media)**

(Editor's Note)

Bellune, Jerry

Quill, v80, n7, p2(2)

Sept, 1992

ISSN: 0033-6475

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 1185

LINE COUNT: 00089

... ourselves.

IBM, Time warner, Apple, and Microsoft, among others, are looking for ways to merge **computers**, communications, news media, and home electronics. With a gadget you can slip in your pocket...

...soon send and receive messages, access news reports and databases, research homework, and look up **phone numbers**.

At home or at work you will be able to use your TV to tap into computerized libraries, **access** specialized news and **information** databases, place a picture- **phone call**, or order a pizza.

Nicholas Negroponte, founder and director of the Media Lab at the...

**9/3,K/37 (Item 6 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB  
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05478602 SUPPLIER NUMBER: 11334468 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Who's who in voice technology. (a voice technology manufacturers directory)**

Telemarketing, v10, n3, p38(7)

Sept, 1991

DOCUMENT TYPE: directory

ISSN: 0730-6156

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 3893

LINE COUNT: 00326

... voice response and transaction processing system. Circle No. 161 on Reader Service Card

Input Output **Computer** Services, Inc. 400 Totten Pond Rd. Waltham, MA 02254 617-890-2299 Contact: Carl Carlson...

...VOICE-NET offers turnkey interactive voice response systems based on the complete line of VAX **computers** from Digital Equipment Corp. Provides callers with easy telephone access to database information. Circle No...

...OH 45401 404-873-1711 Contact: Judy Morris Phone for Dealer Loc.: 800-64VOICE Product **Name** : Lanier's LIVE Voice Mail Specifications: Digital recording, store, playback for up to 200 people...

...Park of Commerce Blvd. Boca Raton, FL 33487 407-997-5500 Contact: Gina Sands Product **Name** : MacroVoice Intelligent Call Processor Specifications: A user-flexible, **PC** -based and menu-driven automated attendant/voice processing system. MacroTel offers customized software, integration capabilities...

...Card

C 6630 Bay Circle Norcross, GA 30071 404-446-7800 Contact: Roger Reece  
Product **Name** : PhoneFrame Specifications: The PhoneFrame automated  
**telephone call** -processing system can be stand alone or host-connected  
and provides predictive dialing, voice messaging...

...01760 508-650-1300 Contact: D. McGillivray Phone for Dealer Loc.:  
800-533-6120 Product **Name** : VBX [TM] Specifications: VBX is a family of  
voice boards (1, 2, 3, 4, 6...

...06851 203-849-1999 Contact: Kevin Ross Phone for Dealer Loc.:  
203-849-1999 Product **Name** : P.C. DART-IIe Specifications: A digital  
dictation/transcription system featuring speed control and automatic...

**9/3,K/38 (Item 7 from file: 148)**  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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04868451 SUPPLIER NUMBER: 09620731 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**HyperACCESS/5: communications with brains and good looks. (computer  
software) (evaluation)**  
Wood, Elizabeth H.  
Information Today, v7, n9, p15(2)  
Oct, 1990  
DOCUMENT TYPE: evaluation ISSN: 8755-6286 LANGUAGE: ENGLISH  
RECORD TYPE: FULLTEXT  
WORD COUNT: 831 LINE COUNT: 00066

... won't be secure until the initial script text files are compiled  
into HyperACCESS/5 **computer** language form. Since the pre-compiled scripts  
are text files, any passwords contained in them...

...operated more securely since the text version can be deleted.  
In addition to passwords, user **names** can be assigned to allow  
HyperACCESS/5 users varying levels of privilege and rights.  
Automatic Remote Access Available  
HyperACCESS allows remote users to access the host personal **computer**  
, as well as letting the host user access remote **computers**. In answer  
mode, HyperACCESS allows a remote user with a password to operate the host  
**computer**. For example, a script file can be created that reads the time  
and places a...

...take place during the night when telephone rates are lower.  
HyperACCESS/5 will log in, **download** or capture **information**, and then  
hang up the **telephone**. It is advised, however, that the script contain an  
instruction to abort if something should stall; an all-night **telephone  
call** could be expensive!  
The lists of **terminal** emulations and file transfer protocols for  
this package are comprehensive.  
HyperACCESS/5 is not the...

**9/3,K/39 (Item 8 from file: 148)**  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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04598499 SUPPLIER NUMBER: 08494242 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Global network plugs Southland traders into opportunity. (World Trade  
Center Association Network system; Los Angeles) (Special Report)**  
Macneil, V.  
Los Angeles Business Journal, v12, n12, p35(1)  
March 19, 1990  
ISSN: 0194-2603 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 981 LINE COUNT: 00076

... president of Dales International Trading of Bell-flower, called Network "the best of all the **computer** databases offered." The U.S. Department of Commerce's "TOP" (Trade Opportunities Program), for example ...

...Center Network."

All a Network subscriber needs to enter the world trade loop is a **computer** and a telephone modem. The system itself is composed of three parts. The first is...

...electronic mailboxes" which correspondents can access 24 hours using a private code.

"A three minute **phone** call to Tokyo costs \$7," said Hagmann, "a one page fax is \$4.50. To send...

...database of member companies, including company and product descriptions, bank references, WTC affiliation, addresses and **telephone numbers**. Accessing that information costs \$2 per search.

Network's third service is an electronic bulletin board which displays...

**9/3,K/40 (Item 9 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2007 The Gale Group. All rts. reserv.

04574747 SUPPLIER NUMBER: 08807617 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Where to find software for winery, vineyard. (includes list of where to contact winery computer firms)**

Wines & Vines, v71, n3, p23(1)

March, 1990

ISSN: 0043-583X

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 932 LINE COUNT: 00073

... interface with the Flexware family of accounting software.

The program will run on the IBM PC family of **computers** and compatibles, the Macintosh or any other **computer** that runs under the P-system. A hard disk is required. The program also has...

...in multiuser capability.

Basic system price is \$2,500, plus \$100 for the Flexware option.

**Computers** are also mousing their way into the marketing field, too, through programs such as Wine On Line, developed by Tony Hartford. Wine on Line is a program which can be **accessed** with a modem and a local **phone** call.

Wine on Line **lists** wineries, giving information such as viticultural areas, annual case production, **name** of the winemaker, visiting hours, wine produced, etc.

The idea, according to Hartford, is that...

...would like tasting notes on the wine. One possibility is an electronic wine newsletter for **computer** users.

Hartford is frankly unsure at this point whether the system will be most valuable...

**9/3,K/41 (Item 1 from file: 15)**

DIALOG(R)File 15:ABI/Inform(R)

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01317305 99-66701

**New Directions for CTI: The web and beyond**  
Fischer, Max M

Telecommunications (Americas Edition) v30n10 PP: 39-40 Oct 1996  
ISSN: 0278-4831 JRNL CODE: TEC  
WORD COUNT: 1524

...TEXT: clicks on a "call me" button on the web page and is prompted to enter **name** , **phone number** , and any other pertinent **information** .

When the **query** hits the company's web **server** , the system signals the media-blending application that a transaction is waiting. Advanced call-routing...

...by linking the customer's Internet ID with the company's database. The customer's **identity** may also influence the priority status and destination of the request, as in the case of a **telephone call** .

When an appropriate agent is available, the media-blending application instructs the web **server** to send the agent's electronic business card so the customer knows in advance the...

**9/3,K/42 (Item 2 from file: 15)**

DIALOG(R)File 15:ABI/Inform(R)  
(c) 2007 ProQuest Info&Learning. All rts. reserv.

00982853 96-32246

**Gas industry online: An electronic meeting of the minds**

Katz, Marvin

American Gas v77n1 PP: 26-29 Feb 1995

ISSN: 1043-0652 JRNL CODE: GAS

WORD COUNT: 1975

...TEXT: a joint venture of Time Warner Inc. and Mead Data Central.

Once the province of **computer** nerds interested in exchanging messages and files, going online has become a daily occurrence for...

...for most. GIO provides ease of use through special software loaded on the user's **computer** . The software, readily available from A.G.A., is quickly installed from a floppy disk.

The first-time user merely selects a local- **access phone number** from a **list** supplied by the software, plus a personal password. From then on, accessing the network requires...

**9/3,K/43 (Item 3 from file: 15)**

DIALOG(R)File 15:ABI/Inform(R)  
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00908436 95-57828

**Making the virtual office a reality**

Greengard, Samuel

Personnel Journal v73n9 PP: 66-70+ Sep 1994

ISSN: 0031-5745 JRNL CODE: PEJ

WORD COUNT: 4341

...TEXT: throughout the United States and beyond. A sophisticated E-mail system allows employees anywhere to **access** a central bulletin board and **data base** via a toll-free **phone number** . Using Macintosh Powerbook **computers** and modems, they tap into electronic versions of The Associated Press, Reuters and The Wall...

**9/3,K/44 (Item 4 from file: 15)**

DIALOG(R)File 15:ABI/Inform(R)

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00842441 94-91833

**Information, please!**

Fried, Lisa I

Sales & Marketing Management v146n3 PP: 29-31 Mar 1994

ISSN: 0163-7517 JRNL CODE: SAL

WORD COUNT: 1285

...TEXT: to forward the lead, participating advertisers can deliver their literature and capture the inquirer's **name** the same day by fax.

The service is promoted in the actual advertisements in the magazine. After readers **request information** about an advertiser over the **phone**, a **computer** at Instant **Information**'s office prepares a report for the advertiser listing the recipients, and the date and...

...isn't as complete as those coming in the mail," she says. "They contain the **name**, address, and **phone number** but not the market (the inquirer is) in." This advertiser's frustration highlights a valuable...

...you, you might want to meet with some service bureaus to discuss your needs. Your **phone call** and paper volume as well as the type of information you generate will dictate whether...

...s requests through its system. To install a system yourself, you will need a dedicated **PC**, a fax card or fax modem, one or more phone lines, and personnel to operate...

**9/3,K/45 (Item 5 from file: 15)**

DIALOG(R)File 15:ABI/Inform(R)

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00613904 92-29007

**Using Your Facsimile Machine Strategically**

Townsend, Leslie

Office Systems v9n5 PP: 48-52 May 1992

ISSN: 8750-3441 JRNL CODE: OFS

WORD COUNT: 1732

...TEXT: for each transmittal. Some fax machines have this capability. Fax add-in boards or fax **servers** for LANs can also perform broadcasting. There are many service bureaus that provide broadcasting services...

...more than just a facsimile machine. By integrating a voice-processing system with a fax **server**, an individual can use the **telephone** to **request information** for delivery via fax machine. The system operates like any voice-messaging system, presenting the...

...options, but it also has the ability to send an outbound facsimile--on the same **phone call** or a later one. An individual dials a **telephone number**, follows a series of voice prompts to enter an information request and is then asked...

**9/3,K/46 (Item 6 from file: 15)**

DIALOG(R)File 15:ABI/Inform(R)

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00583672 91-58019

**Future Fax**

Randall, Alex

Success v38n10 PP: 12 Dec 1991

ISSN: 0745-2489 JRNL CODE: SCS

WORD COUNT: 671

TEXT: You take a **phone call** from a customer, talk for a while, and answer his questions. He wants printed information so you scribble his **name** on a piece of paper, address an envelope, and put a brochure in the mail...

...isn't it? Yes, but still primitive.

Now, consider this: The client calls your special **phone number**. A voice asks what **information** he wants and **requests** his fax number. He punches in his fax number and hangs up. Seconds later he...

...MarketFax (from Alternative Technology Corp., Hastings-on-Hudson, N.Y) is a new innovation in **computer** technology that uses voice boards, fax boards, and simple software to create a whole new...

**9/3,K/47 (Item 7 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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00449629 89-21416  
**Computer Integrated Telephony (CIT): Productivity Technology for the 1990s**  
Luber, Alan  
Production & Inventory Management Review & APICS News v9n4 PP: 36-37 Apr 1989  
ISSN: 0274-9874 JRNL CODE: PIA

ABSTRACT: **Computer** -integrated telephony (CIT) is a concept that enables firms to functionally integrate both telephone and **terminal** environments to create fully integrated business solutions. An essential element of CIT is a communication link between the telephone switch and the **computer** system; the link allows the transfer of **request** and status **information** that govern the actions of **telephones** under the business application. For a CIT program to be practical, the CIT link must...

...when they use CIT in conjunction with several other technologies. These include: 1. calling line **identification**, which allows the telephone system to identify the calling line **telephone number**, and 2. windowing, the ability of the application to automatically display a screen on the **terminal** in response to a **telephone call**.

**9/3,K/48 (Item 8 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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00407237 88-24070  
**External Affairs Gives Away Export Database**  
Campbell, Gordon  
Computing Canada v14n12 PP: 30 Jun 9, 1988  
ISSN: 0319-0161 JRNL CODE: CCD

ABSTRACT: The **Computer** Directory of Canadian Export Companies was given away at Comdex/Spring '88. It is a...

...for international markets and a program to search the database. The directory is available for **downloading** from Computing Canada On-Line. Each **record** includes company **name** and **address**, **contact name**, and a short description. The program is a little slow, and the data are not perfect, but the cost is only a **telephone call**. Q&A from Symantec Corp. (Cupertino, California), for word processing and simple databases, is fast...

9/3,K/49 (Item 1 from file: 647)  
DIALOG(R)File 647:CMP Computer Fulltext  
(c) 2007 CMP Media, LLC. All rts. reserv.

00512646 CMP ACCESSION NUMBER: CWK19920224S2114  
**Rockwell Call-Center System to Broaden Data Access**  
Jeffrey Schwartz  
COMMUNICATIONSWEEK, 1992, n 391, 37  
PUBLICATION DATE: 920224  
JOURNAL CODE: CWK LANGUAGE: English  
RECORD TYPE: Fulltext  
SECTION HEADING: Network Applications  
WORD COUNT: 522

... is noteworthy because it lets call-center managers automate existing host applications and use caller **identification** information to access data residing on a variety of **computers**, including those of Digital Equipment Corp., IBM, Tandem **Computers** Inc. and Unisys Corp.

Typical call-center transactions let a single **telephone call** access data from a single vendor's **computer**, said Byron Battles, an analyst with The Aries Group MPSG, a market research firm in Rockville, Md. CGII consists of software developed by Rockwell and runs on a Tandem CLX **computer**. The package is designed to route both voice and data through Rockwell's Galaxy line...

...calls, most commonly for customer service and telemarketing operations. CGII can use information from host **computers**, a voice-response unit (VRU) or the public network (using automatic number **identification** or dialed-number **identification**) to either route a call and appropriate data about the caller to an agent or...

...minimizes the need to alter their existing applications and makes the links between the switch-**computer** interface and existing applications easier to accomplish," Battles said. "This would be for high-volume...

...repeat information already input to the VRU. CGII can also combine data pulled from multiple **computers**, providing more-detailed information than other switch-to-host applications available, said Craig Shambaugh, sales ...

9/3,K/50 (Item 1 from file: 810)  
DIALOG(R)File 810:Business Wire  
(c) 1999 Business Wire . All rts. reserv.

0415814 BW0709

#### **US AIR FORCE: Air Force trains small business entrepreneurs**

July 8, 1994

Byline: Business Editors

...all Air Force activities, with a description of what they buy, current contracts, addresses and **telephone numbers**.

For further **information** on **accessing** electronically Air Force outreach materials and AFSB3 through GENIE, call 1-800-638-9636. To sign up by **computer**, the communication software must be set for half duplex (local echo) at 300, 1200 or...

...connection. At the U (pound sign) prompt, enter AFSB3, then press RETURN. While nominal hourly **computer server** fees are involved, most small businesses can access GENIE with a local **telephone call**.

CONTACT: U.S. Air Force Media Relations Division  
Major Alvina Mitchell, 703/695-0640  
KEYWORD...

9/3,K/51 (Item 2 from file: 810)  
DIALOG(R)File 810:Business Wire  
(c) 1999 Business Wire . All rts. reserv.

0397106 BW073

**ANSWERSOFT SOFTPHONE: AnswerSoft brings telephone functions to networked PCs telephone activities drive computer-based information access via SoftPhone**

April 11, 1994

Byline: Business Editors & Telecommunications Writers

DALLAS--(BUSINESS WIRE)--April 11, 1994--AnswerSoft Inc., one of the earliest providers of **computer** telephone integration software, Monday announced the availability date for its flagship product, SoftPhone.

SoftPhone provides desktop **computer** users with an application that blends the inherent strengths of **computer** **information** and intelligence with **telephone** - **call** handling. Users can **access** digital telephone functions through their desktop **PCs** , simultaneously matching the telephone activity with other applications and resources on their **computer** network.

Making and answering calls, call forwarding, call conferencing, and call transfers -- all can be...

...and clicking icons in a Windows-based graphical user interface.

SoftPhone also provides a call **directory** database for immediate **access** to **information** on in-bound and out-bound calls. SoftPhone supports automatic number **identification** (ANI) and Caller ID, so SoftPhone users can identify the caller and have a history...

...TSAPI) -- which is supported by nearly every telephone switch vendor -- to communicate between the client **PC** and the telephone switch.

Novell's client/ **server** model allows SoftPhone users to access telephony services in the same way that desktop **computer** users access data networking services such as print and file services. Voice and data resources...

9/3,K/52 (Item 3 from file: 810)  
DIALOG(R)File 810:Business Wire  
(c) 1999 Business Wire . All rts. reserv.

0267112 BW130

**OCTEL COMMUNICATIONS: Octel Communications introduces Octel XC1000: Sets new standard for high capacity systems**

February 28, 1992

Byline: Business Editors and Computer Science Writers

...60,000 mailboxes, while maintaining single system features and functionality such as **dial-by-name** across the Super System, single **telephone number** access and transparent messaging. The Octel Super-



System will be available in the second half...

...CPE marketing.

Octel Communications designs, manufactures and markets a complete line of voice information processing **servers** and software. These systems solve a range of communications problems by allowing callers to **access** multiple information sources -- voice, **data**, image -- during a single **telephone call**.

The **servers** are sold in North America, Europe and the Pacific Rim to small businesses, multi-site...

...408/945-3245

or

Miller Communications

Lisa Kelaita, 415/962-9550

KEYWORD: CALIFORNIA

INDUSTRY KEYWORD: **COMPUTERS** /ELECTRONICS TELECOMMUNICATIONS PRODUCT

9/3,K/53 (Item 4 from file: 810)

DIALOG(R)File 810:Business Wire

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0236866 BW632

**OCTEL COMMUNICATIONS: Octel Communications signs co-marketing agreement with Wesson, Taylor, Wells & Associates**

July 31, 1991

Byline: Business Editors and Computer Science Writers

...these factors have contributed to WTW's growth which has twice resulted in WTW being **name** to Inc. magazine's list of the 500 Fastest Growing Companies in the United States...

...Corp.

Octel Communications Corp. designs, manufactures and markets a complete line of voice information processing **servers** and software. These systems solve a range of communication problems by allowing callers to **access** multiple information sources -- voice, image and **data**

-- during a single touch tone **telephone call**.

The **servers** are sold in North America, Europe and the Pacific Rim. Founded in 1982, Octel is...

...Wesson, Taylor, Wells, Charlotte

Harv Wells, 803/669-5781

KEYWORD: CALIFORNIA NORTH CAROLINA

INDUSTRY KEYWORD: **COMPUTERS** ELECTRONICS MANUFACTURING

9/3,K/54 (Item 5 from file: 810)

DIALOG(R)File 810:Business Wire

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0175967 BW628

**IBM CMPTR TELECOMM: IBM announces architecture for computer/telephone communications; Rolm, Siemens, Northern Telecom and AT&T to provide links**

May 15, 1990

Byline: Business Editors & Computer/High Tech Industry Writers

...needing further assistance can request to be transferred to a service representative. Using dialed number **identification** services (DNIS) and direct inward dialing (DID) the application can provide the service representative with...

- ...of service  
the caller requested. Thus, the caller does not repeat information such as business **name**, location, order number, etc., or identify the service requested, such as order processing or account...
- ...the database  
and automatically dial the customer's number. If the line is busy, the **computer** places the customer's number in a queue to be called back later. If the customer answers, the agent has immediate **access to information** relevant to a productive, personalized **telephone call**, such as payment owed, follow-up date, and geographic location.
- o Hotel Industry: Guest Services...
  - ...and guest information  
is displayed. This allows the hostess to answer using the guest's **name**, and to have access to personal data such as preference for non-smoking or dietary...
  - ...are furnished to  
make the ensuing calls more effective. Using CallPath/400, the application implements **computer**-assisted dialing. The fund-raiser logs each promised pledge or enters other comments as appropriate...

9/3,K/55 (Item 1 from file: 813)  
DIALOG(R)File 813:PR Newswire  
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1108330 a2535  
Nortel's (Northern Telecom's) Symposium Partners Program Brings Additional Solutions Through Third-Party Developer Multimedia Applications

DATE: June 6, 1997 10:23 EDT WORD COUNT: 644

...for windows, by Clearwave Communications, provides "real-time" telephone management and control for the desktop **computer** and networks. Intellect-Plus automation saves hours screening incoming calls, returning calls, tracking contacts, organizing information, and creating reports. Intellect includes automatic links to popular **contact** and personal **information** management software to **access** existing **contact records** ...as the **telephone** rings.

- The Amicus Attorney suite of products, offered by Gavel & Gown Software, Inc., works with...

... communications systems. Amicus Attorney Pro (Lawyer Office & Assistant Office) is a law office on a **computer**. The Amicus Telephone add-on provides telephone control and automatically captures every billable **phone call**. The Amicus Team allows users to build networked case management systems.

- DESK/FLEX is offered...

... hoteling." DESK/FLEX interfaces with the Meridian 1 to re-program an employee's DID **phone number** to appear on their desk of the day. Call

accounting and Nortel Meridian Mail message notification also follow the worker to the temporary workspace.

- Q.Sys develops client/ **server** CTI solutions, including Phoneware(C) and CPLink, Q.Sys' telephony **servers**, that allow plug-and-play connection to PBX or Key Systems. The Phoneware applications and CallProducer(C) telephony **server**, by Q.Sys, are designed to take advantage of the extended CTI features of Nortel...  
?